

Minnesota TRS Complaint Tracking

January 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2793	01/03/04	3	HCO customer asked CA to call number from FD list and use calling card. CA failed to use calling card as well as type to HCO user. Apologized for inconvenience.	01/03/04	Reviewed following billing procedures and HCO procedures with CA.
2793	01/03/04	10			
3457J	01/08/04	23	Customer is calling her mother. She says this has always been a local call until this week the agents have told her it is a long distance call. She would like to know why this changed and thinks it should be a local call. Apologized to customer and told her I would turn in a TT to find out why this has changed. Customer would like someone to call her back.		TT results - Customer service pulled a reco and the distance is 56 miles. There is a not from customer service that they contact the customer that it is a long distance call.
2813	01/10/04	5	Customer said CA called customer deaf and blind and when customer asked for CA number CA was inappropriate and then typed 30 seconds to disconnect and then hung up. Apologized to customer and thanked them for letting us know.	01/19/04	The agent ID# is not assigned to any employee. No customer follow up info was provided therefore unable to contact custom for info. Required for further investigation
2813	01/10/04	17			
1014m	01/12/04	24	Caller said they can't get any calls from relay to their home (local or long distance). They can place local calls from home through relay but not long distance. Apologized to the customer.	01/16/04	I called through relay and was connected fine. Checking to see if because COC info on his file with Sprint. Customer called LD with relay. Call worked fine. Tested several times and calls worked fine and customer w satisfied and said he didn't need any further help.
1015m	01/13/04	24	Customer called into relay from work and heard TTY tones. Apologized to customer.	01/13/04	Apologized to the customer and explained Customer understands.
2815	01/17/04	10	On an HCO call CA was typing to customer. Apologized to customer and said I would discuss situation with CA.	01/17/04	Reviewed HCO procedures with CA, specially no typing. E-mailed customer wi resolution.
2822	01/23/04	17	HCO customer said they didn't hear CA voice greeting and CA began typing right away. Customer felt CA was rude and wanted follow up. Supervisor offered follow up right away after meeting with CA and customer agreed.	01/23/04	Met with CA and went over HCO procedures. I did voice this to HCO custom Customer apologized and accepted agent change.

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3022K	01/25/04	0	Customer states relay is getting slower and slower about answering his calls in the early morning. He has to call security to get in the building where he works. Thanked the customer for letting us know and assured that a complaint would be sent on so that the problem could be investigated further. No call back was requested.	01/27/04	We experienced additional call volumes during this time frame. We continued to monitor answer time and will make adjustments as needed.
3019K	01/26/04	3	MN STS user reports agent took over his call and announced his calls fine, but never repeated any info to his callers. Customer always instructs agents to repeat only as needed. CA has a very strong Spanish accent and the person he called could not understand when she did speak. Customer uses STS often and says operators usually do a great job. Apologized for the problem explaining STS operators are specially trained to process those calls and that I will let the agent supervisor know for follow up with the agent. No contact requested.	05/21/04	The customer did not provide an agent number, therefore, the call center is unable provide specific follow up. Regular quality assurance is performed on all STS operators.
2828	01/27/04	17	TTY said was speaking to outbound voice and outbound voice thought he was getting upset when he wasn't. Explained it could have been the tone the tone the CA used wasn't the tone he intended.	01/27/04	I apologized for any confusion caused and thanked him for the feedback but explained w/o a CA # we would not be able to follow up with the specific CA.
2830	01/28/04	5	Caller upset that CA hung up on them. Had called into relay asked CA to repeat their CA # but the CA sent number calling to pls. Finally after a couple of times requesting CA # the CA gave their ID#. CA then hung up on caller. Apologized for the problem offered to put female operator in customer notes but caller declined. No call back requested.	01/28/04	Talked to CA who did not remember the call. Did remember sending number calling to please by mistake and quickly typed their C#. CA then reports the caller disconnected. Supervisor had noticed several disconnects today. CA was coached on sending quick reply and CA knows CA should be given whenever requested.

Minnesota TRS Complaint Tracking

February 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2842	02/03/04	34	Customer stated he tried to use relay but couldn't get a hold of a CA. Said he seems to be having problems in the last couple of weeks. Used 711 and would like to get this resolved. Apologized to the customer for the inconvenience and assured the customer a follow up will be made and he will be informed of any possible resolution.	02/05/04	Met with customer and there were no technical problems. Suggested to call VCO direct as back up.
2845	02/05/04	25	Customer said he was hung up on. TT 1001543549. He also said he would like to be reimbursed for having to make the call again. Would like follow up e-mail.		TT results: Tech could not reproduce the situation. However, reset PC and flashed a modems. Met with customer and gave him prepaid calling cards.
2845	02/05/04	30			
2846	02/07/04	21	Customer asked what time it was, CA answered. Customer then asked how long until xxx time. CA said they did not have this information. Customer then became angry and asked for supervisor. Supervisor attempted to explain procedure, but customer argued the supervisor was incorrect. Customer asked that the CA be fired for not answering the question, then hung up. Supervisor called customer back immediately and customer claimed the supervisor hung up on him.	02/07/04	Agent followed proper procedures.
3076K	02/10/04	23	The customer dials 711 from her home phone and requests local numbers. Her telephone number is not being transmitted to relay properly so when the requested number is entered by relay the system wants LD info. There is no problem when calling the number by voice, only when calling through relay. Apologized. Explained we are not receiving accurate info through the system. Told customer its a technical matter and TT would be entered. TT10015544034. Follow up requested.	02/12/04	TT results: This is not a Sprint-internal iss The customer needs to contact their LEC, a their LEC is transmitting the incorrect number. Informed customer of this.

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2855	02/11/04	21	Voice customer is the receptionist for Minnesota Relay. After answering the phone with her greeting, the CA responded "this is relay also excuse the ring" This was a call to the center and should be relayed. Apologized to the customer and told her the contact would be sent to the appropriate center for follow up.	02/16/04	Met with agent who was immediately aware of error. The mistake was immediately corrected and the call was relayed. Agent apologized and will be more attentive to this issue.
2856	02/11/04	21	Voice customer is the receptionist for Minnesota Relay. After answering the phone with her greeting the CA responded "this is relay also excuse the ring" and disconnected. This was a call to the center and should be relayed. Apologized to the customer.	02/15/04	Coached agent on proper procedures in this type of situation.
2862	02/16/04	5	Inbound TTY said the CA disconnected the call in the middle. She wasn't finished talking and the CA disconnected. Apologized for any inconvenience and said CA would be followed up with. Also explained we had a few calls drop this morning due to phone lines.	03/01/04	Met with CA. CA remembers call. Coached on informing supervisor if it appears calls drop.
1016m	02/18/04		2-line VCO connection issues. Windows XP Laptop at work; Windows 2000/WT desktop at home. Inconsistent and problematic in directly connecting to relay via Itil graves HyperTerminal software bundled w/ Windows.	02/18/04	Suggested Direct VCO; didn't make a difference. Customer understands IT issue and 2-line VCO. Contacted Sprint for further tech help.
3109K	02/19/04	29	Customer called and said she is calling 711 and dialing a local number and it is coming up long distance and the agents cannot process the call. Customer Service asked her to try to call using the 800#. She called back and said it worked using that number. She also said someone at a different number also could not get through using 711. Apologized and entered TT 576676. No customer follow up requested.	02/20/04	TT results: This is a technical problem with the LEC.
2866	02/21/04	21	Caller gave information and CA asked to repeat twice. Thanked the customer. No follow up requested.	02/25/04	This ID# is not a valid CA# for SD. Unable to follow up with agent.

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2867	02/21/04	21	Customer gave information and CA asked to repeat twice. Apologized and thanked the customer.	02/21/04	CA's message was garbled and so they ask to repeat. CA followed proper procedure b asking to repeat.
2868	02/21/04	35	TTY user doesn't like that info cannot be given out pertaining to the call such as gender or background after the call has ended.	04/28/04	Explained to customer that CA followed protocol. Thanked them for their input.
2870	02/22/04	17	Customer said agent was rude. Apologized to customer and said a customer contact would be filled out.	02/22/04	CA followed proper procedures. E-mailed customer with resolution.
1018	02/23/04	24	Customer called to complain he could not reach Minnesota Relay.	02/23/04	I apologized and explained the relay center having technical problems. Encouraged to call later. Customer understood.
1019	02/23/04	24	Customer upset he could not call Minnesota Relay.	02/23/04	Apologized and explained the relay center was having technical problems and they are operating again.
1020	02/23/04	24	Customer let me know when he called this morning there was no answer at the Minnesota Relay center.	02/23/04	Apologized and said the relay center was down because of technical problems. Customer let me know he was able to make call in the afternoon.
1021	02/24/04	24	A few d/hh customers met me to let me know they tried to call Minnesota Relay and there was no answer.	02/24/04	I apologized and explained Minnesota Relay was having some technical problems and is now operating fine.
1017m	02/24/04	24	Customer called relay from work and heard TTY tones.	02/24/04	Apologized to the customer and explained. The customer understood and is satisfied.
2873	02/25/04	24	Customer was upset that call would not go through and CA would not respond. I informed customer that I was assisting CA on that call and it was a technical issue. I explained CA was trying to type to customer and computer was not accepting CA's typing. Customer requests follow up by e-mail.	02/26/04	CA was unable to type anything to caller. I was a technical issue for which a TT was entered. TTI001591253. E-mailed customer with resolution. TT results: CA may have inadvertently hit the wrong key. Tech is not able to reproduce the situation. No further action possible.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2876	02/27/04	5	The customer stated this CA attempted to disconnect the caller assuming they have reached another relay center. The receptionist had to interrupt and notify the CA that this is not a relay agent. Assured the customer CA will be coached.	02/27/04	Coached CA on correct procedures.
2877	02/27/04	5	The customer stated this CA attempted to disconnect the caller assuming they had reached another relay center. The receptionist had to interrupt and notify the CA that this is not a relay agent. Assured the customer CA will be coached.	03/02/04	Coached CA on correct procedures.
2880	02/28/04	3	Customer said CA would not follow instructions when asked to use short hand when typing. Apologized to customer and said a contact would be filled out.	03/01/04	Team Lead observed call and CA only type 2 words when customer asked for supervis Coached on using approved abbreviations. mailed customer.
2879	02/28/04	35	Customer wants CA's to be trained in shorthand. Thanked customer, informed them the concern would be forwarded to acct mgr.	03/05/04	CA ID# no longer valid. No CA employed with that ID#.

Minnesota TRS Complaint Tracking

March 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2889	03/02/04	17	Stated CA did not give her id # and she had to request it a couple of times before CA would tell her. Then CA was going to relay a voice to voice message rather than having the voice person call direct. Thanked customer and assured them the CA would be coached on proper procedures.	03/03/04	CA did not understand what was meant by confused. CA was just going to leave a nam and phone number. Educated CA to ring fo supervisor when confused by instructions.
1023m	03/04/04	35	Customer getting fraudulent orders at his computer store through relay.	03/04/04	Apologized and explained. Spoke with him and e-mailed.
3158K	03/04/04	3	Customer states he typed the 7 digit number to dial and then gave the area code. He states the agent entered the wrong area code and now he's going to get charged for a long distance call. The operator did not request instant credit for her error. Apologized. Asked customer to wait until he receives his bill and then send the entire bill to our dept so we can submit a request credit due to agent error. Follow up requested via e-mail.	03/05/04	Supervisor followed up with agent and reviewed proper procedures. Letter was mailed to customer.
6901X	03/04/04	18	Agent only retrieved half of the message from the answering machine. Apologized to customer. No follow up requested.	03/10/04	Agent did not recall exactly what happened Coached agent on keeping customer inform as to what's going on or of any problems. Also to ring for a supervisor for assistance.
6902X	03/05/04	5	CA hung up on customer. This is the fourth problem that he had with relay in two weeks. He thinks it may be indicative of a training problem. Supervisor thanked the customer for the feedback and said complaint would be reviewed with the CA. Also said would share the customers observations about training with training dept. Customer requested contact by letter after a follow up was completed with CA.	05/03/04	Agent follow-up not possible as agent ID# does not correspond to an agent working at that time. Mailed follow-up letter to customer.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2895	03/06/04	9	Customer said CA did not type everything and did not use abbreviations. Thanked customer and said contact would be filled out however abbreviation are not required by our CA's. Customer wanted to know if abbreviations could be requested by the caller for the CA to use. Explained CA still would not be required and CA must use only approved abbreviating. Customer requested a copy of the approved abbreviations. Follow up requested.	03/06/04	CA acknowledged not all info was typed. Explained to CA everything must be typed. Coached CA on typing all info and pacing. mailed customer follow up.
1022m	03/08/04	24	Customer called relay from work and heard TTY tones.	03/08/04	Apologized and explained. The customer understood.
2901	03/09/04	5	TTY user called to complain about agent. Stated that they tried to call the police but were hung up on twice. I apologized for the inconvenience and said I would forward the info to the appropriate people. Follow up not requested.	03/15/04	This CA was not working at this time of the day. No follow up needed.
2917	03/16/04	3	Caller upset with CA's not following instructions. Apologized for any inconvenience and told caller CA's would be talked to.	03/16/04	Talked to CA's, both of who explained procedures when reaching "all circuits busy as well as regular busy tones. Coached first CA on checking the # calling to make sure wasn't # calling from mistake by first CA only. Other steps properly followed.
1024m	03/18/04	24	Customer called relay from work and heard TTY tones.	03/12/04	Apologized and explained. The customer understood.
6915X	03/24/04	35	Customer called in to complain that supervisor transferred him to SD center. Thanked customer for feedback. Customer did not want follow up.	03/25/04	Supervisor asked for outbound # - no outbound # given. Supervisor offered to transfer to customer service. Customer hung up before supervisor was able to transfer. System does not allow a transfer to another relay center. Supervisor demonstrated knowledge of correct procedure for transferring.
6924x	03/26/04	4	TTY user asked CA if message was left and CA typed number calling please, then spoke with supervisor. Customer also stated relay agents need more training. Apologized for the inconvenience and assured that the agent would be coached on proper procedures and would pass on this information. Thanked the customer for information. Customer requested follow up by mail.	03/26/04	Supervisor assisted with the call. CA demonstrated proper procedures and follow protocol. CA sent appropriate macros. CA was coached on keeping customer informed and being polite.

Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6924x	03/26/04	17			
3231K	03/27/04	5	Caller is a receptionist for a relay center and said agent announced call to her and then assumed she was a relay operator. Agent re-announced the call then hung up on caller. Apologized for the problem with the agent. Caller did not request follow-up.	04/05/04	Coached agent on proper procedures for calling another relay agent vs. another relay center (business). Agent will be more attentive to verify this on future calls and g supervisor if needed.
2953	03/31/04	5	CA hung up on them. They said relay hangs up often on them would like a call back. Apologized and told them they would receive a call. They thanked me and hung up. Follow up requested.	04/04/04	Coached agent on proper disconnect procedures. Unable to follow up with customer as no phone number was provide

Minnesota TRS Complaint Tracking

April 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2937	04/04/04	3	Customer said CA didn't follow instructions. Asked to bill call through AT&T and CA didn't do that. Apologized and said a customer contact would be filled out.	04/04/04	CA coached on proper procedures and was coached on processing a call with carrier choice.
3231K	04/05/04	5	Caller said agent announced call to her and then assumed that she was relay operator. Caller said she was not a relay operator - agent re-announced the call then hung up on the caller. I apologized for the problem with the agent. Caller did not request a follow up on this issue.	04/05/04	Discussed with agent. She remembered the call. Reminded the agent not to assume but ask directly if person is an agent. Went over disconnect procedures. If in doubt agent will call a supervisor.
2945	04/09/04	5	Agent hung up on caller. Apologized and assured customer I would meet with CA to discuss this. Customer requested follow up via e-mail.	04/09/04	Met with CA. CA said they had received HCO call tonight. CA when questioned, demonstrated knowledge of HCO call handling procedures and protocol. E-mailed follow up to customer.
2189X	04/11/04	5	The customer said the agent was rude, disrespectful and hung up on him. Apologized to the customer. Customer requests follow up.	04/14/04	Supervisor assisted on call. Customer was asking CA questions and CA informed customer could not participate in conversation. Customer was swearing at CA and had no number to dial. Supervisor told CA to hang up. Number was documented. CA was met with regarding the complaint. Called customer and left a message informing them of the resolution.
2189X	04/11/04	17			
1025m	04/19/04	24	Customer called relay from work and heard TTY tones.	04/19/04	Apologized and explained. Customer understands.
1026m	04/26/04	24	Customer called relay from work and heard TTY tones.	04/26/04	Apologized and explained. Customer understands.
6978X	04/29/04	1	Customer upset that agent dialed wrong number. Thanked customer for letting us know. No follow up requested.	04/29/04	Agent misunderstood number. Customer typed extension number before phone number. Extension number looked like an area code. Reviewed proper procedures with agent.

Minnesota TRS Complaint Tracking

May 2004

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1029M	05/07/04	24	Customer called relay from work and heard TTY tones. PBX system.	05/07/04	Tech. explained to customer why this occurred.
1027m	05/05/04	24	Called relay from work; heard tones. PBX	05/05/04	Apologized and explained - no follow up necessary.
1028M	05/05/04	24	Called relay from home; heard TTY tones.	05/05/04	Apologized and explained branding voice.
1030m	05/13/04	17	CA was very rude and sounded "put off" because he never used the service. Relay was explained to the customer and an apology was given.	05/13/04	Explained relay. Did not have the CA number. Unable to follow up with the agen No further action possible.
2986	05/19/04	03	Caller asked CA to check to see if a number was long distance. The caller said the CA dialed the number and the caller immediately hung up the phone and called relay to complain. The procedure for a CA to check to see if a number is LD was explained to the customer. Customer should check their phone bill to see if they were charged for a LD call and, if so, to call customer service.	05/19/04	No CA # given. No further action possible.
2995	05/28/04	0	TTY customer was upset that they had tried to reach customer service to see if their TTY was working. Each time they were placed on hold in excess of 15 minutes without having anyone answer their call. An apology was offered and the customer was told that a complaint regarding the wait time with customer service would be filed.	06/07/04	Verified with TMCC that there were no oth known routing issues on this date. Custome service was busy this day so long hold time were likely.
6044xa	05/24/04	5	Customer made a call, and then started typing to make another call and CA hung up on them. Customer was thanked for the information and customer requested a call back.	05/25/04	CA is aware of CA protocol of not disconnecting the call without going throug certain steps first. Customer was called on 5/27 but had to hang up and stated that they would call back.

Minnesota CapTel Consumer Complaints for June 1, 2003 to May 31, 2004

Date of Complaint	State Program	Nature of Complaint	Explanation of Resolution or Status	Date Resolve
03/02/04	MN	Echo Sounds	E-mailed echo tips to customer. 3/19/04 Customer responded via e-mail interested in obtaining audio jack	3/19/04
03/17/04	MN	Disconnect/Reconnect during calls	E-mailed customer disconnect troubleshooting letter and instructions on how to adjust the ringer pitch and volume. Customer said they would see if these suggestions fix the	3/17/04
03/29/04	MN	Disconnect/Reconnect during calls	Customer called on 3/29/04 regarding disconnection problems. E-mails exchanged w/ solutions for disconnect experience. Customer took phone to another house and it worked OK. Customer noted high humidity and rain could cause problems, because disconnection problems noted when humidity and rain occur. Customer will have a phone	4/7/04



MINNESOTA
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COMMERCE

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June 28, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington, D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), and pursuant 47 C.F.R. §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log summary for the 12-month period commencing on June 1, 2004, and ending on May 31, 2005.

Enclosed please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (attachment A).
2. Complaint summary log for traditional relay services, including Speech-to-Speech and Spanish relay (attachment B).
3. Complaint summary log for CapTel relay service (attachment C).

The reports include all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Consumer Relations Office, Sprint customer service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay received a total of 1,022,098 TRS calls (excluding CapTel) during the period of June 1, 2004 through May 31, 2005. A total of 105 complaints (0.010%) were filed and timely resolved during this reporting period; none of the complaints were escalated for action to the state of Minnesota or the Federal Communications Commission.

Minnesota Relay received a total of 135,454 CapTel calls during the period of June 1, 2004 through May 31, 2005. A total of 24 complaints (0.018%) were filed and timely

resolved during this reporting period; none of the complaints were escalated for action to the state of Minnesota or the Federal Communications Commission.

Please find one original and four copies of Minnesota's TRS Annual Consumer Complaint Log summary, as well as one copy on electronic disk (3.5 inch diskette), enclosed in this mailing. In addition, an electronic copy has been submitted via e-mail to Dana Jackson.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Administrator
Minnesota Department of Commerce
85 7th Place East, Suite 600
St. Paul, MN 55101-3165
(651) 297-8941
rochelle.garrow@state.mn.us

cc: Glenn Wilson, DOC Commissioner
Dr. Burl Haar, Executive Director, MPUC
Lillian Brion, MPUC
Dana Jackson, FCC Consumer & Governmental Affairs Bureau



Minnesota Relay Complaints June 2004 - May 2005



	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	0	0	1	0	0	0	0	0	0	0	0	1	1%
#01 Dial Out Time	0	0	0	1	0	0	0	0	0	0	0	0	1	1%
#02 Didn't Follow Database Instructions	0	0	0	0	0	0	0	0	0	1	0	0	1	1%
#03 Didn't Follow Customer Instructions	0	2	1	1	2	1	3	1	1	1	0	0	13	19%
#04 Didn't Keep Customer Informed	1	0	1	0	0	0	1	0	0	0	0	0	3	4%
#05 Agent Disconnected Caller	2	2	3	1	1	1	1	0	1	1	3	2	18	26%
#06 Poor Spelling	1	0	0	0	0	1	0	0	0	0	0	0	2	3%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	1	0	0	0	0	0	1	1%
#08 Poor Voice Tone	0	0	0	0	0	1	0	0	0	0	0	0	1	1%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	1	0	2	1	4	6%
#12 Two-Line VCO Procedure Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	1	1	1	1	1	0	0	1	1	1	0	8	12%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	1	0	3	1	1	1	0	3	3	0	0	0	13	19%
Sub-Total	5	5	9	6	5	6	6	4	7	4	6	5	68	

TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	0	0	1	0	0	0	0	2	0	3	5%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	2	1	1	4	2	4	3	1	1	2	1	6	28	48%
#25 Line Disconnected	0	1	0	2	1	1	0	1	0	2	0	1	9	16%
#26 Garbled Message	0	0	0	0	1	0	0	0	0	1	1	0	3	5%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	2	0	3	0	1	3	0	0	1	0	2	1	13	22%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	1	0	0	0	0	0	0	0	1	0	0	2	3%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Sub-Total	4	3	4	6	5	9	3	2	2	6	6	8	58	

MISC COMPLAINTS														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	0	0	1	0	0	0	1	33%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	0	1	0	0	0	0	0	0	0	1	2	67%
Sub-Total	0	0	0	1	0	0	0	0	1	0	0	1	3	

TOTAL COMPLAINTS	9	8	13	13	10	15	9	6	10	10	12	14	129	
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Complaint Summary Log for Traditional Relay Services

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
June 2004			
06/03/04	TTY customer having problem calling to another local number. Customer gets recording that number calling is disconnected.	06/16/04	I apologized for the problem and opened Trouble Ticket 1001837959 for problem resolution. Resolved by Sprint: Account Manager followed up. Suggested they contact their LEC to check the line.
06/06/04	CA 1685 "poorest reading of my sentence . . . name, phone # etc". TTY user said CA kept asking to repeat information; CA wasn't reading information/message clearly.	06/06/04	CA stated that the TTY user provided two names and two different numbers using other LD carrier. CA was attempting to get some clarification before the call was placed. (None of the two numbers provided matched the calling card number, therefore clarification was attempted) CA followed proper CA protocol in this particular situation.
06/21/04	Called Relay from work: heard tones. PBX	06/21/04	Explained to customer about the PBX system and suggested they contact their telecommunications manager to check out their line.
06/24/04	Customer stated that around 7:30 a.m. a CA disconnected him/her. Customer did not have CA's ID and would like for us to "trace" the call to this CA to ensure that this CA would not disconnect the customer again.	06/24/04	Apologized to the customer for the inconvenience and explained that we do not keep record of such calls. Upon customer's insistence, I assured her I would forward this to appropriate personnel. Customer provided the number for tracing purposes.
06/24/04	Customer not finished placing my call. I wanted to dial another number and the operator hung up on me.	06/28/04	CA discussion: Coached CA on disconnect procedure. CA did say this customer may have come in after having be disconnected and was confused on the CA number.
06/29/04	Customer asked Relay to dial number. CA let the phone ring five times then typed THANKS FOR USING RELAY SERVICES BYE. Caller wants to know why they were not informed of what was going on.	06/10/04	Customer Contact received by Cathy Wright. Original Tracking # 2230. Trish Shipley called customer on 7-6 @ 12:35 p.m., 3:30 p.m., 3:45 p.m. and 7-7 @ 4:00 p.m.; line busy. Forwarded to account manager to close out.
06/29/04	Customer said the number she is trying to call is going through. Line said number was not in service.	06/29/04	The sprint technician dialed the number and reached the recording stating the number was not in service. When dialing it again, it went through to a voice mail. The Sprint technician said it is a LEC issue for that number. Calling to 651-xxx-xxxx worked, called through relay and it worked; updated customer. Told customer to have the line checked with the LEC.
06/30/04	Customer stated that he/she place a call to a Doctor's office around 9:54 a.m.. According to the customer, there were a lot of poor spelling and the typing was extremely slow. There was also a long lag time after the GA was given. Customer said that he/she is a fast typist and the lag time shouldn't be that long. The call did not go well so customer had to hang up.	06/30/04	CA was coached on importance of promptness of relaying information between two callers. CA was also coached on proper phrases to use when educating voice person to speak at a normal pace. Acknowledged there were some typos and spelling errors.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			July 2004
07/05/04	Customer stated she gave the CA a number to dial for T-Mobile Customer Service and that the CA hung up on her.	07/06/04	Apologized to the customer and said that we would look into what happened. Met with CA and WFA. Disconnect actually took place when CA taking over her call was adjusting the station and had not yet notified TTY user of CA change. As new CA was adjusting station height, cord came unplugged and call disconnected.
07/06/04	Called into Relay from work the past two weeks. Heard TTY tones.	07/06/04	Explained that Relay connects on mode that was last used from the number they are calling from. Someone had placed a TTY call to Relay in the past, resulting Relay answering in TTY.
07/21/04	Customer stated that an CA hung up on him within the last hour. Did not provide the CA number and insisted that we check the call logs in the last hour and find the CAs who disconnected him. Insisted that we check the CAs who received his number and track those CAs.	07/21/04	Apologized to the customer for inconvenience and explained that I was the one who disconnected him after I exhausted the disconnection protocol. Since no legitimate complaint was given as well as no calling to number was provided.
07/22/04	Caller complained about call that took place today. TTY was upset that the CA threatened to cause the problem with own voice person when I hung up on your CA. Said they hung up over and over but the CA didn't disconnect and did not keep their privacy with sensitive medical information. After identifying myself as supervisor, I asked when this happened and would the caller like a follow up call from someone after a meeting with this CA. Both times the TTY user became abusive and vulgar.	07/27/04	Supervisor Bonnie had assisted on this call and said CA followed all customer instructions and did everything appropriately. Supervisor attempted to talk to inbound to determine what the complaint actually was but they became abusive and hung up.
07/25/04	TTY customer called to say that "When I told CA my directions they ignored my request and won't respond to me".	07/25/04	Apologized to the customer. No contact requested.
07/25/04	Customer said CA did not follow instructions. Customer had asked for computer tech support and CA typed tech support. Apologized to customer and said contact would be filled out.	07/25/04	Coached CA on typing entire request and keeping customer informed. CA said customer was verbally abusive and did not understand what CA was typing.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			August 2004
08/04/04	Customer stated that CA hung up on him within 15 minutes. Wasn't Relay to trace the call and follow up with CA.	08/04/04	Apologized for the inconvenience. Explained that we are unable to follow up without CA #.
08/09/04	Customer made Relay call at 2:00 a.m. and said CA was swearing and did not connect them to the TTY party they were trying to reach.	08/10/04	CA said caller was a child using profanity. CA said he did not swear at customer. CA coached on getting supervisor assistance immediately in a situation like this.
08/12/04	Customer wanted to place a TTY to TTY call through Relay. Told CA that he needed to leave his number before he dials number to call. CA waited too long to say anything like "ringing number" and the CA said that the number is not available and hung up without asking if I would like to place another call.	08/14/04	Thanked customer for calling with this information. TTY to TTY procedures reviewed with CA. CA understands correct procedure.
08/13/04	Called into Relay from work: heard TTY tones.	08/13/04	Explained that Relay connects on the mode that was last used from the number they are calling from. Someone used a TTY to call Relay in the past, resulting the Relay to answer in TTY.
08/16/04	Customer stated that she was disconnected and wanted a follow up of a reason for the disconnection.	08/16/04	Apologized to customer and will complete report. Faxing to appropriate center for CA follow up.
08/17/04	CA did not send (person hung up)... soon enough after they typed SKSK. Customer then asked CA why... CA told them procedure and continued to explain that they "were one of the best" CA's.	08/17/04	Explained that CA should have spaced or sent ... to indicated time passing. Explained that CA should not give personal info or opinions about themselves. Reviewed with CA over keeping customer informed as best as possible, including spacing ... to indicate time. Reviewed appropriate way to handle customer questions: what we can say and can not say, and when to request a supervisor.
08/19/04	Customer is having trouble being connected, not only with CA 9141, but many different CAs and on different occasions. Sometimes customer will get an CA that can connect the first time but most of them can't and the VCO, after saying hello 5 times hangs up because they don't know what is going on.	08/25/04	Apologized for the inconvenience. Met with CA. CA stated that by the time he had the call set up the VCO user had disconnected. Coached CA on VCO set up procedures.
08/19/04	CA did not leave complete message for interpreter to cancel which led to Relay user having to pay interpreter fees for services that were not needed. She would like to be reimbursed for the interpreter fees.	08/21/04	Reviewed with CA 1480 the importance of always following customer instructions thoroughly as well as relaying everything verbatim and informing customer if, for some reason, it is not possible.
08/22/04	Customer said CA was swearing at them during a Relay call. They did not want to be any more specific.	08/22/04	Thanked customer for information. Reviewed NEVER saying inappropriate comments during Relay call. Does know may have to use swear words if it is part of what TTY typed during Relay call.
08/24/04	Customer said CA was swearing and being "snotty". Would not give details as to why the CA was being this way.	08/24/04	Apologized and said a Customer Contact would be filled out. No CA with that number. Not able to do follow up.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			September 2004
09/09/04	TTY customer reports CA hung up on his call. (complaint taken by AIC personnel) Customer did not request follow-up contact.	09/09/04	CA not working at or near this time or this day. Documentation from AIC shows extended time spent trying to get number to call from customer at time of this complaint. No number given. TTY was transferred to customer service. CA followed correct procedures.
9/09/04	TTY customer reports CA claimed to be only Relay operator in center. (Customer was not sure what time CA provided the above info. Complaint taken by AIC personnel) No follow up requested.	10/09/04	CA not working at or near this time on this day. No action taken.
09/12/04	Customer said CA 1899 was rude to her and swore at her. She said she would sue our company and would like follow-up when staff was back in office. I said someone would get back to her AS AP.	09/12/04	No CA with that I.D. number. No follow-up required. Called 9-14-04 at 1:00 p.m. - no answer, no machine.
09/14/04	Called into Relay from work; heard TTY tones. PBX	09/14/04	Line initially picked up TTY. Customer needed to wait through tones for voice operator. Minnesota Relay picks up TTY first unless branded voice.
09/17/04	Customer called to report that when he made a Relay call earlier that the CA didn't respond at all when he typed the phone number to dial. He waited on line for over one minute with no responses; so he had to hang up and try again. Customer service response: I thanked caller for informing us and told him the report would be sent to the call center supervisor. I apologized for the inconvenience.	09/22/04	CA does not recall particular call. CA states they have noticed a lot of calls that come in without a number to dial to but that the caller disconnects. CA demonstrated correct procedure to training coordinator regarding necessary steps for disconnections of unresponsive callers.
09/17/04	Customer stated that CA dialed number, and customer realized it wasn't the right number. He asked CA to hang up 4 times before she complied. Customer stated that CA should have hung up on his first typed request.	09/19/04	Thanked customer for informing us and assured him that the complaint would be sent for investigation. Also, explained that CA can not read typing until after computer dials out and the ringing macro is established - only then can the CA read his typed message requesting her to hang-up.
09/22/04	Called into Relay from Work; heard TTY tones. PBX	09/22/04	Line initially picked up TTY. Customer needed to wait through tones for voice operator. Minnesota Relay picks up TTY first unless branded voice.
09/23/04	Called into Relay from Work; heard TTY tones. PBX	09/23/04	Explained about the PBX system and suggested they contact their telecommunications manager to check their line.
09/29/04	Customer calls into Relay and hears TTY tones. Customer is very upset. She also called the State of Minnesota Department of Commerce to complain.	09/30/04	Followed up with a call. Kept getting an intercept message from Qwest asking to "check the number." Called Qwest but they won't report the line down because needs to be at the request of the customer. Continued trying the number and called 411 to determine whether I could find an alternate number. No alternate number available. Will need to wait until customer calls back.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			October 2004
10/01/04	Called Relay from work; heard TTY tones. P BX	10/01/04	Explained what a PBX system was and suggested they contact their telecommunications manager to look at their line.
10/1/2005	CA hung up on her. Would like follow-up by phone.	10/4/2004	Apologized and told her complaint would be passed on to CA's supervisor. CA does not recall this call, but stated that experienced problems with a few calls that morning that disconnected mid-call. Explained to CA the need to contact supervisor if this happens in the future. CA understands correct procedure. Contacted customer on 10-4-2004 to explain resolution.
10/4/04	VCO upset about garbling they are now experiencing. Didn't have in previous state. Caller also upset that some CAs don't understand caller's instructions when they say they want to see type, mistaken for TTY user. Wants call back by phone on garbling problem. Trouble Ticket 2101807.	10/24/04	Called and received an intercept phone message stating that the number is not accurate or was disconnected. Cannot reach customer.
10/05/04	Customer does not want to be called. "Number calling to?" Customer desires the CAs to know "sup" means supervisor. Customer was upset that calls continue to get "messed up" by these two issues.	10/15/04	I apologized for the inconvenience multiple times. Caller desires a follow-up call. 10/11/04 7:00 p.m. left message on the customer's answering machine. Spoke with and coached CA, urging her to get a supervisor's assistance when asked. "Nmr you are calling to" is automatically sent. CA doesn't control that. Faxed on 10/17/04.
10/14/04	Customer states: A secretary answered when I placed a Relay call. I asked for the person I wanted to talk to. Secretary said, "Who is calling." CA said, "I don't have that information." Secretary then said she would put me through.	10/14/04	Customer upset because CA had no right to answer her question or become involved with the call. Follow up finished. Forwarded issue to Philippe Gallant so CA can be spoken with. Also faxed to Monica (Sprint).
10/18/04	TTY upset that CA didn't leave a message on Oct. 12 at about 1:50 p.m. Apologized for the problem. Informed caller someone would meet with the CA. Please follow up.	10/19/04	CA does not recall this call. CA exhibited proper procedure of leaving answering machine messages. Our records indicate this CA was on his break when this occurred.
10/21/04	Voice customer said he received a call through Relay and the CA's tone was very rude. The customer doesn't have the ID number. He also wants information on relay service, particularly VCO calls.	10/21/04	I apologized for the rudeness. I suggested he attempt to always get the CA's number on future calls. Transferred customer to Customer Service for assistance and for the VCO material he requested.
10/22/04	Upon calling Relay from work, heard TTY tones. PBX	10/22/04	Explained what a PBX system was and suggested they contact their telecommunications manager to look at their line.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			November 2004
11/01/04	Branding and connecting issues. Said he was branded online and sent in Customer Database without being branded.	11/01/04	Contacted Sprint's CRO twice. He is branded correctly, provided settings for his application to work.
11/1/2004	TTY customer was upset that the CA typed the wrong name on the call she received from her husband. She said it caused a lot of confusion on her call. No follow-up contact necessary.	11/1/2004	CA coached on making sure to use correct name, and to double check if unsure.
11/10/04	Caller stated that CA 1586 hung up on him. He was trying to contact a business and she hung up. I apologized for his inconvenience and advised him that the situation would be addressed. Caller requested follow up by mail.	11/10/04	Assistant supervisor was assisting this CA in this procedure. On the first dial out a TTY tone was heard. Assistant supervisor instructed the CA to disconnect and type, "TTY tones. Would you like to connect TTY to TTY?" The customer requested CA disconnect and connect him TTY to TTY. CA redialed and followed procedure to connect TTY to TTY. S ent letter 11/15/04.
11/10/04	CA was rude to the customer.	11/10/04	Told customer that this would be brought up to center manager. Thanked customer for bringing this to our attention. CA was coached on proper protocol in this situation.
11/12/04	Customer reported that the CA did not hang up the phone even though the customer asked him several times to do so. The CA continued relaying the message despite several requests to hang up. Tell the CA that hang up means hang up.	11/12/04	Apologized to customer. CA was coached on proper procedure when TTY is interrupting.
11/15/04	Calls Relay from work; hears TTY tones.	11/15/04	Explained that Relay answers in TTY mode if the previous call from that number was from a TTY user. Suggested they brand their line voice.
11/15/04	711 won't work from office and hears tones with 800#.	11/15/04	Explained 711 programming.
11/15/04	Needs billing & collection and Carrier of Choice letter on file with Sprint so their consumer can use them with LD calls through Relay.	11/15/04	Sent a letter to LEC to be added to our COC list so customer can make long distance calls via Relay.
11/18/04	CA had too many misspellings or abbreviations. Also, felt that the Relay is declining due to same as above.	11/19/04	Apologized and explained the CA will be coached. Also, that sometimes during a poor connection, the misspelling appears. Customer can ask CA not to use abbreviations.
11/19/04	Called Relay from work and heard TTY tones.	11/19/04	Explained that Minnesota Relay answers in TTY mode if the previous call from that number was from a TTY user. Suggested they brand their line voice.
11/22/04	Customer called 711 from home; heard TTY tones.	11/22/04	Suggested to they brand their line voice.
11/30/04	Voice customer said the CA who placed her call was the worst ever. She said her voice was very bored and monotone. She also slurred her words and she had to have her repeat everything. Customer could not understand her.	12/01/04	CA # is not listed in our system and I called customer for more information. Customer was not able to gave any more information. Apologized for what she had experienced and thanked her for her time.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			December 2004
12/02/04	The customer stated that CA #1886 would not process her 800 call because the long distance number is restricted. According to her, the customer service rep has removed all of her restricted number. She also wanted to remove other features.	12/02/04	CA followed proper procedure and the call was placed and customer was informed that the long distance call is restricted. Per her request I checked her Customer Database and there was no restriction within her database and her note specified the COC as her long distance carrier. I suggested she contact Sprint Customer Service or her local phone company.
12/13/04	CA #1224f was very nice, sweet and friendly. She needs to type faster. She only allowed me to say one sentence at a time and then she said "one moment please". It was annoying and could give the wrong impression for first time relay users.	12/17/04	Told customer that the complaint would be forwarded to the proper person for a follow-up discussion. CA is working to increase typing speed. CA has been tested and meets standard typing speed expectations.
12/17/04	Female voice caller said "Lifeline" and herself had tried calling Relay service several times and had no response. She needed to attend to her sick mother. She wanted "Lifeline" and Relay service to resolve the issue between them.	6/15/2005	No follow up requested.
12/20/04	TTY customer complained that CA #1811m did not keep customer informed when calling to some one on their FD list. CA typed ringing (F asking for receivers name) when finished talking to the receiver who was not there but another receiver... when finished talking to person who answered the phone all CA typed was "(person hung up) SK or GA". When customer asked who this CA is CA typed 1204 with out giving m or f. Customer had to ask.	12/20/04	Spoke with CA 1811M about this issue. The CA did not recall the event. Drew questioned the CA about proper procedures for use of FD list and confirming customer's request for specific ask in parenthesis. CA understands procedure
12/20/04	Customer asked CA #1204F for supervisor. CA transferred customer to Spanish relay instead of getting supervisor. Spanish CA #9787M came on the line. Customer asked CA #9787M if they were a supervisor. CA typed "you requested supervisor?" CA #9787M summoned supervisor. Customer wants to complain about lousy service when asking for supervisor.	12/20/04	CA #1204F took over a call for CA #1811M. Somewhere in the take over of that call, communication broke down between CA and customer. Spoke with CA 1204 about the incident. She did not recall it. Asked the CA about the proper procedures for requesting a supervisor and when we should transfer a customer to a Spanish CA. CA understands procedures and does not recall the event at all.
12/21/04	Customer states that "CA 1392F keeps hanging up on me". Forwarded on to immediate supervisor. No customer contact necessary.	12/21/04	The CA denied hanging up on the customer and does not recalled anything unusual that happened that day. CA explained that it is possible that the customer had placed repetitive calls to the same customer who kept hanging up because if the CA disconnects the caller, the caller would need to call back to get the same CA. CA is aware of the importance of processing the calls. Unable to discuss this further due to insufficient information received.
12/22/04	Customer called in stating CA 1200 was instructed not to announce or explain relay service and CA announced and explained relay anyway resulting in transfers/hang-ups a total of 3 times. Customer requested all CA's be retrained on relay skills and he is very frustrated with this constant problem.	12/22/04	Apologized to customer and reassured this problem would be sent to the appropriate individual and be resolved. No customer contact requested. CA 1200 did not work on Wednesday Dec 22nd. Due to incorrect information unable to take further action.
12/22/04	Hearing person called Relay from home; heard TTY tones.	12/22/04	Branded him voice as voice is only mode used to contract Relay from home.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			December 2004
12/27/04	Called Relay from work: heard TTY tones. P BX	12/27/04	Explained what a PBX system was and suggested they contact their telecommunications manager to look at their line.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			January 2005
01/03/05	Customer tried for 15 minutes to get the CA to dial out and the CA said I can't get your garbled message. After speaking to a supervisor they dialed the number with no problem so the CA was just harassing me, the caller said, they had the number. The caller would ask, are you asleep, and they didn't type a message.	01/03/05	Apologized to customer, re-branded customer as VCO, also gave the dedicated VCO number. Follow-up requested. Unable to contact consumer due to no answer and no machine).
01/03/05	The customer was given a supervisor without asking for one and the supervisor smarted off to the customer and said they would check the line and while talking to the supervisor the number was dialed. Apologized to the customer, re-branded customer VCO, also gave the dedicated VCO number. Follow up requested.	02/16/05	Faxed to the MN Relay center. Supervisor assisted CA due to abusive customer.
01/06/05	At 1:55 a.m. the customer stated that s/he had a bad experience with CA 1772F because the business manager hung up on me. Apologized for any inconvenience caused and informed the caller that situation would be logged. No follow up necessary.	01/06/05	CA 1772F was not working during the time of the contacts. No follow up meeting with the CA.
01/11/05	Calls into Relay from work; hears TTY tones.	01/11/05	Explained if someone previously called Relay using a TTY, then Relay will answer in TTY. Suggested they brand their line voice.
01/12/05	In-bound TTY said that they wanted to file a complaint on CA 1432F. When I asked what had happened on the call the TTY user stated that the call did not go as they had expected. They were calling a bank and had given the information ahead of time but the call did not work. They did not give a specific issue on the CA just said that the call did not work and was disconnected, but they weren't sure if the bank disconnected or if the CA disconnected.	01/12/05	I explained that it sounded like the issue was more with the bank recording than the CA and that they may want to contact their bank to see if they were having issues with their recorded bank information lines. They did not indicate to me interest in follow up.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			February 2005
02/07/05	CA didn't hang up the phone despite asking him to do so several times. He was typing a message that he was hearing at the number that was called. Needed to talk to a live person so asked him to hang up. He disregarded and continued typing the message. Asked him to hang up again. Asked him to hang up three more times, however he disregarded and typed and typed till the message was finished. When I asked for his ID number, he did not respond. Customer Service Response: Apologized for inconvenience and explained that sometimes the CA cannot see relay user's typing while typing a message. Follow up at provided email address.	02/07/05	Coached CA on following customer's instructions. Sent an email to customer that CA was coached.
2/15/05	Onvoy not available as Carrier of Choice through Minnesota Relay.		Onvoy set-up Billing and Collection Agreement and completed Carrier of Choice paperwork with Sprint in 2004. Onvoy was not added as COC. Feb 2005 COC paperwork was re-sent to Sprint. Onvoy will be implemented in Sprint COC system effective July 21, 2005.
02/16/05	Voice to TTY. Outbound answered voice. CA 1747 was "having phone sex" with outbound voice person who answered. Outbound voice hung up. inbound voice asked CA if they enjoyed having phone sex with the outbound voice person. CA said "they were not that cheap". Inbound voice asked CA to apologize to them. CA said "have another drink".	02/16/05	The voice user placing the complaint called into the office direct, not through Relay. Did not give a number to call back. Apologized and assured them the information would be passed on to the CA's direct supervisor. Spoke to CA: CA does not recall this call. CA knows proper protocol and understands the importance of transparency and confidentiality.
02/23/05	Customer stated that CA transferred call without permission more than one time. RCS apologized to customer. No follow up requested.	02/23/05	Since there was no indication of the time of occurrence. Assume that the contact was made immediately after the incident outlined by the customer. The CA was not working during of the time of alleged incident.
02/23/05	Customer stated that s/he was upset that the s/he was not aware that s/he had a relay call until the end of the call. The CA did not provided their CA number when asked. Customer was then offered to be transferred to Sprint Customer Service but the customer declined and stated that s/he will call for a team leader after 7:00 a.m. This incident occurred at 6:27 a.m. this morning. No follow up necessary.	02/23/05	Due to no CA ID number. unable to follow up on this concern.
02/23/05	The customer stated that at approximately 6:50 a.m., CA 1460 disconnected on the customer. Emphasized that CA is not to disconnect the customer.	02/23/05	Assistant supervisor was assisting the CA on this call. Call occurred when the customer asked for a specific recording information which was relayed to the customer. The customer insisted for such information and continued with irrelevant complaint. Eventually the assistant supervisor followed the proper disconnection procedure when the customer did not provide the call to number. CA did not disconnect the customer.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			February 2005
02/23/05	Customer states CA transferred the call without permission to Customer Service. Customer Service apologized to customer; no follow up requested	02/23/05	Assistant supervisor was assisting the CA on this call. Call occurred when the customer asked for specific recorded informatio, which was relayed to the customer. The customer insisted for such information and continued with irrelevant complaint. The assistant supervisor followed the proper disconnect procedure when the customer did not provide the call-to number. CA did not disconnect the customer.
02/24/05	Hearing person called Relay from work and heard TTY tones; PBX.	02/24/05	Explained how to connect with Relay via PBX.
02/28/05	CA was typing VCO's part of the conversation. There were long pauses and CA did not reply to customer's requests. Follow up requested.	02/28/05	Reviewed situation and coached CA on proper procedures. Called customer on 3/9/05 at 2:10 p.m. (busy). Called customer on 3/9/05 at 2:30 p.m. (busy). Called customer on 3/9/05 at 5:00 p.m. (busy). Attempted to contact customer 3 times; could not be reached. Contact closed.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
March 2005			
03/03/05	The customer stated that today at 2:30 p.m. CA 6339F disconnected customer. Attempted to clarify time and the date of the occurrence as the contact was made at 12:29 p.m. and the customer stated that the time of relay call occurrence was 2:30 p.m.	03/03/05	CA does not remember the call. Reviewed correct disconnect procedures with CA and reminded to call for a supervisor when necessary.
03/07/05	Consumer has a Customer Database on file with Sprint, which lists Qwest as her COC. She placed a long distance call through Relay, and the CA billed it to MCI and she got an unexpected bill for \$100.00.	03/07/05	Worked with Sprint and verified that it did go through Minnesota Relay and that it was a CA error. Processed with CSD and reimbursed consumer.
03/07/05	Called into Relay from work; heard TTY tones.	03/07/05	Explained to the customer that it could be their PBX and suggested they have their telecommunications manager look into her phone line so they can access Relay from work.
03/13/05	A VCO customer called to complain that when her son called her, the messages were all garbled. She said this only happens when her son calls her. With everyone else, she does not have a problem with garbling. Apologized to customer for inconvenience. Wrote down all CA numbers associated with this recurring problem. No follow-up requested.	03/13/05	Supervisor checked and there is no CA number 1723 as listed on the customer contact.
03/16/05	VCO customer said that the hearing person she was calling heard the CA make audible remarks. Comments were identified as "What's new?" Customer gave CA another number to dial before hearing person hung up, and the agent was heard to say, "This is ridiculous." Other comments heard were "Why is my break so late today?" and "Why do they act so stupid?". Thanked customer for letting us know, and told them complaint would be forwarded to appropriate supervisor. No follow-up requested.	03/16/05	CA pulled for discussion. CA was talking on the call and thought she was muted. CA was reprimanded and told not to talk if F1 or F2 is lit. CA will comply.
03/16/05	Customer complained that CA 1213 would not repeat a phone number during the progress of the call. The outbound voice had put the TTY on hold at the time of the request. TTY requested follow up at the number given. Agent in charge thanked the customer and apologized for inconvenience. Agent in charge tried to explain that CA was unable to repeat info during the middle of the call. Customer requests follow up from account manager.	03/16/05	Followed up with CA. CA stated that the voice person placed the TTY customer on hold and during that time, TTY requested the CA directly to repeat the number that was previously typed to them. CA attempted to remain transparent and continued with the holding macro. Agent in charge was assisting the customer and she attempted to explain to the customer that the CA is unable to repeat the information during relay call. CA followed proper procedure by maintain transparency. However, CA could have utilize redirect technique in this situation. MN account manager notified.
03/26/05	VCO customer stated that no one can reach her through the Minnesota Relay number (1-800-627-3529). Says it has been happening for about a half a year. Apologized, Trouble Ticket I002455768. Follow-up requested.	05/11/05	Called customer and she told me that she now has caller ID, which lets her know who is calling and she does not miss any calls. Customer stated that this has worked out great for her and thanked me for calling to follow up on this.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			April 2005
04/05/05	A VCO customer called to complain that his branding was being lost too often. Apparently 3 and 6-series CAs receive his calls as branded VCO, but any other series CAs do not see the branding and his calls come in all garbled and they are not able to understand him. Apologized for inconvenience. Opened Trouble Ticket I002475996. Requests follow-up at number given.	04/05/05	I called the customer and left a message on 5/11/05 at 3:30 p.m., 5/16/05 at 2:45 p.m. and 5/18/05 at 9:30 a.m. explaining that the technicians resolved it and it is working now. I left my number each time for the customer to call me back. Contact closed.
04/05/04	VCO customer experiencing garbling when making Relay call.	04/12/04	Apologized for the problem and opened Trouble Ticket I002475405. Resolved by customer service.
04/06/05	CA always has trouble connecting TTY to TTY and always disconnects him. Thanked caller and said I would forward info on to immediate supervisor. No call back needed.	04/06/05	CA was not processing TTY to TTY calls properly. Trainer went over procedures and CA is now aware of the correct call processing for a TTY to TTY call.
04/16/05	On Wednesday, April 13, CA would not switch to VCO and continued to ask for number to dial. Thanked caller. No call back needed.	04/28/05	Met with CA on 4/28/05 and coached him with suggestions on how to tell if the caller is a VCO user and how to process the call if there's trouble with roll-overs.
04/16/05	On Wednesday, April 13 this CA would not switch to VCO. Continued to ask for number to dial. Thanked caller for feedback. No call back needed.	04/20/05	CA said that each time the bridge was open he heard TTY tones. He would turn off the bridge to wait for phone number. After no response, then would ask for caller to repeat number.
04/18/05	Inbound TTY said CA hung up on him. Said they typed "ans mach" and then hung up; not sure if the (ans mach hung up) macro is what was sent and that is what he is referring to. I asked if he wanted follow-up and he gave his phone number and when I asked for his name he said "You already have my name". Customer started cussing as customer service was trying to clarify; customer service entered contact information and then disconnected.	04/18/05	Invalid CA number. Called customer 4/19/05 at 12:30 p.m. with no answer. Called customer 4/22/05 at 4:25 p.m. with no answer. Called customer 4/26/05 at 11:43 a.m. with no answer. Tried to contact customer 3 times; contact closed.
04/19/05	The voice customer stated at 11:07 a.m. she received a Minnesota Relay call and since she was on a cellular phone, she notified the CA that during the call she'll be cutting off occasionally. Soon after the relay call had been established, she was having problem with "loose" connection. Several times she asked the CA to repeat what was relayed to her and asked the CA not to type that. CA was a bit rude when replied to her, "We do not do that. We deal directly from person to person" and refused to repeat, which was time consuming. She then told the CA that she wanted to speak to supervisor when call was done. CA read the TTY text and said, "The conversation is over" and disconnected the call.	04/19/05	Apologized to the customer for the quality of service she received. Notified her that I would not be able to follow up with CA without CA ID number. She then requested if I could check the log time of the call and trace the call to specific CA. I told her that special report will have to be made and warned her it may not be possible under this circumstance. She requested that we do our best. Unable to conduct a report for this situation. No follow up needed.
04/23/05	Minnesota Relay VCO user having intermittent problem of being heard through several CAs. It takes several attempts before she is heard. Apologized and opened Trouble Ticket I002513011. No follow-up requested.	04/23/05	Customer has experienced this issue previously and the previous solution was to route the customer out of the MN center. With the addition of the True Caller ID circuits, the number had to be re-added to this specialized routing list.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			April 2005
04/26/05	Calls Relay from home and hears TTY tones. Was not like that for two years.	04/26/05	Explained branding to the customer as she wanted to brand on line versus the form.
04/27/05	Hearing person calls Relay from home and work and hears TTY tones.	04/27/05	Verified dual user household and PBX. Explained how our system answers the call based on the previous call made via Relay.
04/29/05	Customer asked to speak to supervisor to complain that CA 2262F hung up on them in the middle of the call. I explained that it could have been a technical problem, but that I would pass the information on to the CA's supervisor.	04/29/05	Consumer did not want follow up.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			May 2005
05/02/05	Hearing person called Relay from work and heard TTY tones. PBX	05/02/05	Explained what a PBX system was and why they heard TTY tones.
05/04/05	VCO user is unable to reach her daughter because she is getting a recording stating that her line is blocked. Her LEC says there is no block. Apologized and opened Trouble Ticket 1002535280. Follow-up requested.	05/04/05	Called the customer on 5/18/05 at 2:35 PM. 5/19/05 at 1:00 p.m., 5/19/05 at 3:40 p.m. and there was no answer and they do not have an answering machine.
05/05/05	The customer stated that at 11:20 a.m. she placed a call through Minnesota Relay and got CA 1886F. Prior to call being placed the customer left a message to leave on an answer machine. When CA placed the call the CA typed (recording playing) and then proceed to leave the message. The customer wanted to know what the recorded message says. which was not typed to her.	05/05/05	Explained to the customer that CA follow proper protocol. Also explained that if she still wishes to read the recorded message, she'll need to instruct CA of this before the call is placed. Customer understood. No follow up necessary.
05/09/05	TTY customer called in to complain that the CA always hangs up on him. Apologized for the inconvenience and assured the customer that the situation would be looked into.	05/09/05	CAs are not hanging up on consumer. Customer is calling from a hospital program he is staying in. The hospital has a long distance block on the lines. and the payphone needs a calling card for long distance calls. I called. and due to confidentiality in the type of program he is in at the hospital, I can not speak to him directly (they can't admit he is there). I told the rep that if customer is really there that he needs to provide a number that I can call him at. Hospital rep said "if he is in the program" she will explain the long distance to him.
05/10/05	HCO consumer can hear the CA voice their words.	05/10/05	Did not provide CA numbers. CA is leaving the bridge open. Explained to consumer and asked to call with CA numbers in the future. Also explained how to rectify during the call.
05/12/05	Inbound TTY said that the CA disconnected the call. The outbound had hung up and she asked the CA to redial and after 7 rings the CA hung up.	05/12/05	I apologized and said we would follow up with the CA. Spoke with the CA who said he was having a hard time understanding the outbound and that the outbound got frustrated and hung up. And then upon redial, after it rang a few times, the inbound caller dropped out. The CA said he assumed she hung up. Spoke to customer and she is fine without issue going any further.
05/22/05	A voice customer called to report trouble when calling his VCO mother through Minnesota Relay. He says for about a month now he has had trouble with hearing her, saying all sound cuts in and out, including relay center background noise.	05/22/05	Apologized for inconvenience. Opened Trouble Ticket 1002570127. Follow-up requested at given number. Reassigned as service issue per account manager. Called on 6/14 at 6:10 p.m., 6/15 at 10:25 a.m., 6/15 at 12:50 p.m. and left a message for customer to call back.
05/24/05	Consumer is using a TTY and can make calls through Relay without any problems. Has issues when she gets a call through Relay: sees "characters" that are associated with a computer and when she types her words are erased; the spelling back to her is really bad but does not look like it is the CA's fault.	05/24/05	Consumer does not have a Consumer Preference form on file with us; having her fill one out as TTY user.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			May 2005
05/25/05	Voice caller complains that she hears noise when calling 7-1-1 from someone else's phone and her cell phone. Customer service explained that 7-1-1 may respond by TTY to initiate answer type search and offered to brand the number for her. Caller continued to curse and hung up before this could be done.	05/25/05	We offered to brand her number for her to reduce the noise. but the customer hung up. Customer did not request call back.
05/26/05	Calls into Relay from home and gets TTY tones.	05/26/05	Offered to complete Customer Preference form and explained how to update voice branding on her next call. She decided to try it on line with the CA and will call me back if she has any other issues. It is not a dual user household.
05/26/05	The VCO customer stated that CA did not follow proper procedure because the "called to" customer disconnected her.	05/26/05	Explained that the CA followed the instructions in the Customer Preference database of not to announce or explain Relay. The voice person immediately disconnected while the CA was typing the greeting to the VCO user. Offered to modify the instructions in the Customer Preference database so this would not happen again. VCO declined. No follow-up necessary.

Complaint Log Summary for CapTel Relay Service

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
June 2004			
6/21/04	Account Login Failure	6/21/2004	Account activated. Immediate resolution provided. Customer reports all is well.
July 2004			
7/9/04	Dialing Issue	7/9/2004	Technical modification resolved customer's experience the same day reported.
7/13/04	Disconnect/Reconnect during calls	7/13/2004	Shared information with customer as to why disconnects may occur and sent email with tips to reduce their occurrence.
August 2004			
8/13/04	DTMF Tone Interference; Sound Quality-Static; Disconnect/Reconnect during calls	8/19/2004	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful. Explained to customer why disconnection/reconnection might be occurring and sent a letter in the mail with tips to reduce their occurrence.
8/16/04	DTMF Tone Interference	8/16/2004	Tech Support added customer to our database to address DTMF tone pass through. Test call confirmed resolution was successful.
8/19/04	Echo Sounds	8/19/2004	Technical Support provided software update with echo cancellation software. Customer provided with tips on why echo sounds occur and adjustments they can make to resolve situation.
September 2004			
9/1/04	Billing Issue	9/8/2004	Explained billing situation to customer.
9/9/04	Disconnect/Reconnect during calls	9/9/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
9/28/04	Answer Time	9/28/2004	Explained CapTel Service experienced a slow down yesterday evening resulting in a delayed answer time. The situation has returned to normal. Apologized for any inconvenience this may have caused. Service was within the 85/10 answer time required.
9/28/04	Disconnect/Reconnect during calls	9/28/2004	Shared information with customer as to why disconnections may occur and sent email with tips to reduce their occurrence, along with initial troubleshooting. Further follow-up email sent by customer service representative, but customer did not report addition incidences.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
			October 2004
10/25/04	Sound Quality; Echo Sounds	10/26/2004	Emailed customer tips of volume/tone adjustment, use of echo cancellation, and use of audio jack handset.
10/29/04	Disconnect/Reconnect during calls	10/29/2004	Sent information explaining the difference between the CapTel and a traditional phone. Sent tips for how to reduce the occurrence of disconnect/reconnect. Also suggested contacting phone company to have them check the quality of the line to support a data connection.
			November 2004
11/8/04	Disconnect/Reconnect during calls	11/8/2004	Sent information explaining the difference between the CapTel and a traditional phone. Sent tips for how to reduce the occurrence of disconnect/reconnect. Sent a software update providing customer with a visible, <reconnecting> prompt so they would know the status of the call. Customer satisfied.
11/11/04	DTMF Tone Interference	11/11/2004	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
11/23/04	DTMF Tone Interference	11/24/2004	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
			January 2005
1/13/05	Disconnect/Reconnect during calls	1/18/2005	Tech support enabling "Reconnect" prompt. Customer contacting telephone provider to check line quality in handling data transmissions.
			February 2005
2/16/05	Echo sounds	2/16/2005	Advised holding mouthpiece slightly away from face and mouth, and making good acoustical seal between ear and earpiece. Customer confirmed this made a difference.
			March 2005
3/9/05	Disconnect/Reconnect during calls; Sound Quality: Static; Dialing issue	3/10/2005	Advised customer to contact phone company to ensure adequate line quality. Changed carrier in system to allow customer outbound calling. Customer satisfied.
3/12/05	Disconnect/Reconnect during calls; DTMF Tone Interference	3/15/2005	Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Tech Support addressed DTMF tone pass through.
3/28/05	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
			April 2005
4/21/05	Echo sounds	4/26/2005	Provided customer with echo cancellation software update.
			May 2005
5/4/05	Disconnect/Reconnect during calls	5/4/2005	Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
5/9/05	Incoming connection-captioned calls	5/11/2005	Tech support identified and remedied the circumstances with a system change on 5/25/05 and customer notified. Customer reports that resolution has been provided.
5/18/05	Incoming connection-captioned calls	5/18/2005	Tech support identified and remedied the circumstances with a system change on 5/25/05. Resolution provided.



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June 20, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), and pursuant 47 C.F.R. §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log summary for the 12-month period commencing on June 1, 2005, and ending on May 31, 2006.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint summary, which includes complaints received between June 1, 2005 and May 31, 2006, with the complaint tracking number, date of complaint, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report include all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's traditional call volume (including Speech-to-Speech and Spanish) totaled 837,592 calls during the period of June 1, 2005 through May 31, 2006. Minnesota Relay received 78 complaints (*less than 1 percent*) on traditional TRS calls during this reporting period. Out of the 78 complaints that were filed, 75 were timely resolved during this reporting period. Three (3) complaints were unresolved after 180 days and, in accordance with 47 C.F.R. § 64.604 (c) (6) (iii), DOC-TAM subsequently

escalated these complaints to the Federal Communications Commission for action (see ticket #s K649636976, K649634839, and K649668482).

Minnesota Relay's CapTel call volume totaled 193,784 calls during the period of June 1, 2005 through May 31, 2006. A total of 16 CapTel complaints (*less than 1 percent*) were filed during this reporting period and all were timely resolved.

Please find one original and four copies of Minnesota's TRS Annual Consumer Complaint Log summary, as well as one copy on electronic disk (3.5 inch diskette), enclosed in this mailing. In addition, an electronic copy has been submitted via e-mail to Pam Gregory.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Administrator
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cc: Dr. Burl Haar, MPUC Executive Director
Lillian Brion, MPUC
Pam Gregory, FCC Consumer & Governmental Affairs Bureau



Minnesota Relay Complaints by Category

June 2005 - May 2006

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	1	0	0	0	1	1	0	0	0	0	1	0	4	8%
#02	Didn't Follow Database Instructions	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Customer Instructions	6	1	0	0	0	0	0	1	0	2	1	0	11	22%
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	1	0	0	0	0	1	2%
#05	Agent Disconnected Caller	3	6	1	2	1	0	0	2	1	0	0	0	16	32%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	1	1	0	0	0	0	0	2	4%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	0	0	0	0	0	0	0	1	0	0	0	1	2%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	2	0	0	0	0	2	4%
#12	Two-Line VCO Procedure Not Followed	0	0	0	0	0	0	0	0	0	0	0	1	1	2%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	1	0	0	0	0	1	2%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	2	0	0	0	0	2	0	1	1	6	12%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	1	0	0	1	0	1	0	0	0	1	1	0	5	10%
	Sub-Total	11	7	1	5	2	3	1	7	4	3	4	2	50	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	1	1	4	2	1	1	1	1	0	2	14	41%
#25	Line Disconnected	1	0	2	0	0	0	1	0	1	0	0	1	6	18%
#26	Garbled Message	3	1	0	0	0	0	1	1	1	1	2	0	10	29%
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	1	1	0	0	0	1	1	0	4	12%
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Sub-Total	4	1	3	1	5	3	3	2	3	3	3	3	34	
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	1	0	1	2	0	0	1	2	1	1	9	90%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	0	0	0	1	0	0	0	0	0	1	10%
	Sub-Total	0	0	1	0	1	2	1	0	1	2	1	1	10	
TOTAL COMPLAINTS		15	8	5	6	8	6	4	9	7	6	8	6	94	

Minnesota Relay Customer Complaints for June 1, 2005 through May 31 2006

Total Complaints: 94

Tracking Number	Date of Complaint	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K646904463	06/01/05	NA	#26	CapTel user. Sound Quality - Static.	06/01/05	Advised contacting phone company to upgrade quality of phone line. Customer provided with suggestions to lessen static in subsequent contact.
K646220454	06/02/05	1789F	#03	CA didn't follow billing instructions. Thanked caller for feedback. No call back needed.	06/02/05	CA did not work on this day. Cannot follow up with correct CA. Contact closed.
K646220591	06/02/05	1432F	#03	CA didn't follow billing instructions. Thanked caller for feedback. No call back needed.	06/02/05	Supervisor discussed with CA. CA said there haven't been any calls like this. If unsure of how to handle a call, the CA always calls a supervisor over to assist. Unknown billing type, so supervisor not able to coach on specific call type.
K646221911	06/03/05	1840F	#05	The customer stated that at 7:45 pm (6/2/05), she placed a call and the outbound person was then connected. As she was typing she got disconnected. Apologized to the customer for the inconvenience and assured that CA will be followed up with. No customer follow up necessary.	06/03/05	Followed up with this CA. CA denied ever disconnecting on the customer nor did CA have any calls drop. CA was coached.
K646229792	06/07/05	1534F	#21	A TTY customer called to complain that the CA gave him the wrong number for Federal Relay. The CA gave him the number as 800-877-0996. Apologized for inconvenience. Follow-up by supervisor requested.	06/07/05	To date, each time I call, I either get a ring with no answer no machine, or a busy signal. When this consumer has had issues in the past, we were never able to contact him even after mailing him a letter. I will continue to try. Was able to connect with consumer on 6-15-05 and let him vent. Issue resolved.

				Supervisor was assisting this CA with call processing and Supervisor instructed the CA to provide proper Federal Relay number 1-800-877-8339. Supervisor can verify that the CA provided the correct number to the customer.		
K646231716	06/08/05	1204F	#03	TTY user stated she gave the CA the number to call interpreter from SVR so she could call her deaf friend. The TTY user says the CA replied that she will not be able to do that and is not allowed to do that. The TTY user told CA she can process TTY-SVR calls. I asked her what she meant by SVR and I believe she was referring to video relay service. I told her complaint had been documented. Customer wants follow up via e-mail.	06/08/05	TRS CAs are not allowed to relay to other relay agencies such as SVR. E-mailed customer information about relay policy.
K646232387	06/08/05	1773M	#07	Customer Complaint: This CA was typing extremely inaccurately, missing entire parts of words so it was hard to read what was being typed. Had to decipher those codes. For example: "THE COLLOCUTO R SAYS: I ND TO PUT YO ON HLD THN WE WIL CNTINU OR CNVRSATON." Skills seem below average. Customer Service Response: Apologized for the inconvenience and told him the report would be sent to the call center supervisor. No follow up requested.	06/08/05	CA was coached on importance of typing accuracy.
K646235890	06/09/05	8541F	#05	A complaint was made regarding CA 8541F. The customer stated that CA hung up on him before he had finished his call.	06/16/05	Met with CA and discussed proper procedures and to not hang up on customers.

K646236685	06/10/05	1673	#26	<p>TTY customer receiving a call from Minnesota Relay with CA 1673. During the call the typing started going real fast and was garbled. Customer Service apologized for the problem and offered to put a slower typing speed in the customers notes. Customer believes it is a relay issue. Customer would like to be contacted only if there is an answer to why this happened.</p> <p>Called customer on August 30 at 10:55 a.m. and left a message asking customer to call back.</p>	08/31/05	Customer called me back and stated it has been working recently, but it seems to happen only when he receives incoming relay calls every now and then. He is happy with the way it has been working out and will let us know if it happens again. He thanked me for calling him to follow up on this.
K646241552	06/13/05	2066M	#05	<p>Caller was calling Target and CA hung up on TTY. No follow up requested.</p>	06/13/05	Supervisor met with CA, does not remember call. CA is aware of consequences of disconnecting. No follow-up requested.
K646293599	06/21/05	8624F	#03	<p>STS customer unable to complete call through MN STS; CA would not process local call from payphone. CA stated the call must be collect. CA would not request supervisor & CA advised customer that she was handling call. Customer was able to process the same call in past but today the CA would not process (checked CIS to confirm call was local and it relay user was calling from payphone with appropriate info digits). Customer stated that CA may have question his need for STS, but CA did not say that customer stutters occasionally when under pressure Advised customer that a complaint would be filed. Customer requests follow-up contact.</p>	06/23/05	Coached CA to process local calls coming from pay phone and to be sure to bring a supervisor upon customer's request. Attempted to reach customer via phone three times (7:36 pm, 7:47 pm, and 8:10 pm) on 6/23.
K646296692	06/22/05	1800F	#25	<p>Customer states that their call was disconnected right in the middle of the conversation. They were calling from Pacifica California to MN at approximately 4:00 pm. No call back requested.</p>	06/23/05	Spoke with CA. Not enough information for her to remember the call but said she didn't disconnect anyone. Sounds like a dropped call.

K646297088	06/23/05	1416F	#03	VCO customer requested CA call VCO to TTY. CA advised that relay does not process that type of call. Apologized for problem encountered and advised complaint would be forwarded to supervisor regarding this issue. Customer did not request follow-up contact.	06/23/05	Supervisor assisted on the call and the VCO user was requesting to leave a message on a TTY answering machine. The CA was coached by supervisor to type "Relay is not able to process VCO to TTY answering machine." CA followed proper protocol.
K646297167	06/23/05	1480M	#03	VCO customer requested CA call VCO to TTY CA advised Relay does not process that type of call (apologized for problem encountered advised complaint would be sent to supervisor regarding this issue) Customer did not request contact.	06/23/05	CA stated VCO customer had only requested the number for customer service because nobody would connect her to TTY. CA gave the customer service number to the customer and then customer disconnected. No number was ever given for CA to dial.
K646305070	06/27/05	1282M	#01	Customer states that this CA is very slow to respond to his request. CA took one minute to dial out his call.	06/29/05	Wrote an apology letter to consumer inviting him to call CRO when he has an issue in the future. This CA did not remember this particular call but was a new CA and could have been a bit slow on the dial out. CA is aware that if there are questions on how to process a call they should ask for assistance.
K646905558	06/28/05	NA	#26	CapTel User. Sound Quality - Static.	06/28/05	After initial troubleshooting, advised customer to contact telephone company to verify quality of phone line.
K646903977	06/29/05	NA	#45	Phone quality issue.	06/29/05	Customer contacting local phone company to check phone line quality.
K646872061	07/06/05	1772F	#03	Customer requested CA to dial number and enter extension. CA said there was no option to enter the extension based on the information from the recording. Customer asked for redial and said CA skipped part of recording or would have found the option.	07/06/05	CA said it may have been a bad connection as the recording was hard to hear the first time or may have missed info when using end return. CA knows procedures and was coached on following customer instructions.

K646889970	07/13/05	1655M	#05	Call came in at 6:50 pm stating CA 1655M transferred to Sprint even though not requested to, therefore hanging up. Thanked customer for feedback and will forward to appropriate center for follow up. No call back needed.	07/13/05	The call was not transferred by that CA. I as a supervisor had gotten on the line after the inbound requested a supervisor because a CA would not verify the time for him. After I got on the line the inbound began a conversation unrelated to relay and I told him that the CA is not allowed to participate in conversation and that unless he was wanting to place a call I was going to need to disconnect. He continued to have conversation unrelated to relay so I transferred to customer service. Caller called back and continued same thing with other CA's so I continued to transfer him to customer service.
K646890419	07/13/05	1459M	#05	Stated CA 1459M was polite at first but then hung up at 6:35 pm. Did not type GA to SK but rather hung up. Thanked customer for feedback and will talk to the CA. No call back needed.	07/13/05	This is the same customer as contact K646889970. Same issue. I was the one who transferred to customer service after the caller requested a supervisor. The inbound started out complaining that a CA would not verify the time and then continued with conversation not related to relay. I have informed this customer a number of times that the relay CAs are not allowed to participate in personal conversation. I did type to the inbound that I was going to be disconnecting due to no number to dial but inbound types over you each time you attempt to respond so might not have been able to read my reply.
K646918871	07/27/05	8639M	#05	TTY customer stated that at approximately 2:30 am, CA 8639M hung up on him and disconnected the call. No further information was provided. Apologized to the customer and assured that this will be forwarded to appropriate supervisor for a follow up with the CA. No customer follow up necessary.	08/01/05	The CA was no longer employed as of the date this ticket was created. Therefore this ticket is officially closed.

K646918790	07/27/05	8630F	#05	<p>TTY customer stated that at approximately 2:30 am (7/27/05) CA 8630F hung up on him and disconnected his call. He did not provide any further information. Apologized for the inconvenience and assured the customer this would be forwarded to appropriate supervisor for a follow up with this CA. No follow up necessary.</p> <p>CA was working as AIC. The call was disconnected due to lack of response by the TTY customer. CA/AIC waited three minutes, typed the disconnect message to the nonresponsive customer, disconnected the call and immediately logged same in disconnect log as per policy.</p>	07/27/05	CA was working as AIC. The call was disconnected due to lack of response by the TTY customer. CA/AIC waited three minutes, typed the disconnect message to the nonresponsive customer, disconnected the call and immediately logged same in disconnect log as per policy.
K646920423	07/28/05	1536F	#05	<p>TTY customer states that CA 1536F did not reply with "GA" and the person they call hung up from Relay. Customer service apologized to the customer. Customer would like follow up via telephone.</p> <p>Met with CA who remembers a couple of calls that ended abruptly. Did remember an incoming TTY call that "just stopped" when it first came in. Appears to maybe be a technical issue. When I called the TTY customer, they informed me that someone had already called them about this issue and it was resolved.</p>	07/28/05	I reminded the CA that if a call appears to end abruptly to inform the supervisor on duty about possible technical problems. Since the TTY customer stated that someone had already called them and resolved the problem, no further action was taken.
K646923292	07/30/05	1278F	#05	<p>"I want this CA to stop hanging up on me!" Apologized and said the supervisor would meet with this CA and send a follow up letter.</p>	08/01/05	Contacted consumer as requested (sent letter). This consumer frequently complains and harasses (swears at them, calls us names) the center staff as well as CRO staff.
K646926447	08/01/05	NA	#24	<p>Calls relay from home and gets TTY tones. Said this happened to her once in the past.</p>	08/01/05	Periodic dual-user house hold. Explained how to handle this situation.

K646928643	08/01/05	1289	#05	Customer was upset that CA hung up on him when he was still typing. Customer asked me (supervisor) to speak to CA. I told customer that I would speak with CA as soon as possible. CA admitted hanging up on the customer saying he did so because customer was rude and swearing at him.	08/01/05	Met with CA. CA did admit hanging up on person. I told him that it was a very serious offense to hang up on customers and when customers get verbally abusive he should always put up his red cup and let customer know he is calling for a supervisor. HR was called and appropriate action was taken.
K648332015	08/16/05	NA	#25	CapTel User: Disconnect/Reconnect during calls	08/18/05	Advised customer to unplug old rotary phone to see if signal quality improves and suggested customer call telephone provider for data-call line quality check.
K648332891	08/22/05	NA	#25	CapTel User: Disconnect/Reconnect during calls	08/25/05	Customer contacted phone company to report the problem and the phone company informed him that there was something wrong with the switching station. Problem has been resolved and customer experienced no further problems.
K649636976	08/23/05	NA	#33	Relay user requested Comcast as their long distance carrier for relay calls; Comcast not available as a COC.	05/17/06	<p>1/13/2006. Comcast is working on set-up so that they are available as a COC in MN. Information forwarded to Sprint.</p> <p>This complaint has been unresolved for more than 180 days. As such, it was forwarded to the FCC on April 25, 2006.</p> <p>6/5/06: I left a TTY message for customer letting her know that Comcast is working on the implementation. 6/6/06: Left another message letting her know that Comcast will be in our July 20th release and then she will be able to bill her calls to Comcast. Asked her to call me if any questions.</p>

K648145991	09/03/05	1098F	#17	CA was extremely rude. She got totally involved in the call. She interrupted the voice person. She did not type verbatim - the voice person had to ask the CA to please type what she was saying to the TTY user. The CA also did not know that relay can process TTY to TTY calls. Thanked caller. No follow-up needed.	09/03/05	No CA with that ID number.
K648291362	09/09/05	8165	#21	STS customer states that the CA did a great job but he was unable to hear. The CA kept fading in and out and the STS person could not hear the out-going person. Caller thinks the CA is having technical problems with the headset. Apologized. Follow-up requested.	09/09/05	Unable to reach customer. Technical problem with the CA's headset.
K648297456	09/13/05	8924F	#17	Voice caller said that approximately 9:00 or 9:30 am this morning, she received a call from a TTY customer handled by CA 8924F. Caller described the CA as "extremely rude" and even went so far as to say that the CA argued with her about a doctor's name. The caller said that the CA announced the call so fast that she was not able to get the CA's number and did not ask if she had received a relay call before. This customer asked the CA to repeat her CA number, which at first she didn't do but later did give out. I apologized for the rudeness of the CA and asked if the caller wanted a call back after the CA is met with. The caller said no and thanked me for taking down the complaint.	09/13/05	While this ticket has brought to our attention, unfortunately we do not have any of our CAs currently assigned to the above mentioned ID number. Therefore we cannot meet and coach with the CA in question.

K648328881	09/14/05	1371F	#05	Supervisor hung up on me. Thanked caller. Caller would like follow up.	09/14/05	Met with supervisor. Supervisor said customer asked for live rep. Listened to recording and there was no option. Customer was adamant that live person be contacted and began extreme verbal abuse to supervisor. Supervisor asked repeatedly for number to dial and customer did not provide one. Supervisor did inform customer that without a number to dial call would be disconnected. Customer refused to give a number to dial and wanted to engage in conversation with CA and did not want supervisor intervention. Supervisor again informed customer call would be disconnected. No number was given and supervisor disconnected call.
K648356010	09/22/05	NA	#24	One of the teachers in the school system is trying to call relay to contact a deaf parent and gets tones when she calls the center.	09/22/05	Explained connectivity issues between PBX and our platform, and explained work around. Apologized.
K648426059	09/29/05	8237	#05	Had a call disconnect during call. Afraid CA cut off by storm or hit a wrong key by accident. Customer was not upset, just concerned. Thanked caller for feedback. No follow-up needed.	09/30/05	Spoke to CA and she stated she did not recall anything like that taking place. There was however a technical problem where a whole set of pods went out while CA was sitting there. It most likely was due to the storm and loss of power.
K648968179	10/17/05	NA	#24	Consumer is hearing, calling into relay from home and gets TTY tones.	10/17/05	Explained how to brand voice after I determined she is the only consumer calling from that number.
K648973717	10/19/05	NA	#24	Calling deaf client from work; hears TTY tones.	10/19/05	On VOIP system, explained to wait for CA to respond via voice, and explained why it is occurring. Offered presentation.
K648974857	10/19/05	NA	#24	Calls into relay from work, hears tones.	10/19/05	Explained PBX issues and the work around, apologized, offered presentation.

K649004364	10/25/05	3115F	#29	A MN VCO customer is getting a call block recording when calling through relay to their mother. Customer has attempted to place this call for the last 3 days and keeps getting this recording. When dialing straight through without relay they do not get the recording. Customer's mother does not have a call block service on the phone line and star 82 has not put the VCO customer through either. RCS apologized to this customer and turned in Trouble Ticket # 628114. Contact only if necessary.	10/25/05	Wrong assignment to AM. Customer did not leave contact number for follow-up. Ticket closed.
K649015152	10/28/05	NA	#24	Calls relay from work and hears tones.	10/28/05	Calling from PBX, explained and apologized.
K649017419	10/31/05	6235F	#01	TTY customer stated that the CA did not dial out her number. Waited for the call to begin, but nothing happened. Apologized to the customer. No follow-up requested.	10/31/05	CA vaguely remembered a call from a customer in Minnesota, but couldn't recall any problems. Reviewed procedures with CA.
K649021363	10/31/05	1887M	#05	VCO customer said he gave the number for the CA to dial and he was disconnected. I apologized and told him I would follow up with the CA. No customer follow up requested	10/31/05	CA had informed me before the VCO customer called in that he had accidentally disconnected a customer when he hit the wrong function key. Coached CA on being careful to always use appropriate function keys
K649634839	11/03/05	NA	#33	Relay user requested CP Telecom as their long distance carrier for relay calls; CP Telecom not available as a COC.	Open	Gathered information about the LEC; contacted the LEC via e-mail, cc-ed Sprint. No one has contacted me back. CP's Director of Legal and Regulator Compliance responded to my e-mail and will provide anything we need. I acknowledged her e-mail, and forwarded to Sprint so paperwork can be sent to them.

						<p>Contacted CP Telecom that they need to implement CP as the COC for the admin lines at the St. Louis County Jail since they are already providing service for the admin lines. CP Telecom stated they don't feel they should have to provide service because "they only provide LD for business of a certain size in certain areas." Reiterated via e-mail that they still need to implement. CP Telecom stated they are trying to get one of the LD carriers they work with implemented to make sure the jail admin lines have LD thru CP Telecom.</p> <p>This complaint has been unresolved for 180 days. As such, it was forwarded to the FCC on May 4, 2006.</p> <p>6/2/2006: I spoke with CP Telecom and they stated that they have successfully tested with Global Crossing and are waiting for them to get the numbers provisioned in their switches. After that is completed, CP Telecom will submit the carrier of choice paperwork and then it will be implemented sometime after that. I called the customer to give him an update and his voice mail said he is not available until June 14th, so I left him a message with the status and asked him to call me if he had questions.</p>
K649634997	11/08/05	NA	#24	Hearing person trying to call relay from work; hears tones.	11/08/05	Explained PBX and how to connect with relay.
K649637051	11/09/05	NA	#33	Relay user requested Onvoy as their long distance carrier for relay calls; Onvoy is not available as a COC.	03/16/06	<p>Working with Sprint and Onvoy to get a Billing & Collection and COC Authorization letter on file for the relay.</p> <p>Onvoy and Qwest are working with one another to get issues resolved before Sprint is able to implement Onvoy as a COC.</p> <p>Onvoy available as a COC effective March 16, 2006.</p>

K649647240	11/13/05	5236	#01	On 11/10/2005 customer gave CA number to dial, but CA never dialed the number, just sat there with no response. Thanked caller. No follow-up needed.	11/13/05	CA does not remember call. CA coached to always respond to callers and dial quickly and efficiently.
K6410262734	11/14/05	NA	#07	CapTel User. Captions lag too far behind voice.	11/14/05	Apologized for incidence. Customer shared feedback regarding accuracy of captions and captioning speed. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
K649649372	11/14/05	NA	#24	Customer Complaint: Caller reported that on 11/14/05 from 8:15 a.m. to 10:00 a.m. they have been unable to connect to a relay CA, getting only a busy signal. Also reported that all last week they had difficulty connecting to CA. Stated that they depend totally on the relay service and it is hard to understand how it could be busy for so long because she is lost without it. Customer Service Response: Apologized for the inconvenience and asked caller to hold while checked the traffic panel. Informed her that at the present time Minnesota Relay center had available CAs to handle calls, but that call traffic was heavy in other centers this morning. No follow up requested.	11/14/05	Customer did not request a follow up.
K649660082	11/16/05	NA	#29	Comcast tech states their business installed a new switch, and all U.S. carriers should have the information. Tech states Sprint has not populated local number portability. Assured tech his information will be entered on a service ticket. Trouble Ticket 736040. Follow up requested.	11/16/05	Technician identified the problem not be relay related but Sprint network, which is out of the scope. Technician attempted to assist the Comcast technician through different channels without success. Technician not able to resolve and closed the trouble ticket.

K6410263750	11/18/05	NA	#21	CapTel User. Voice user unable to connect to CapTel Service Number.	11/18/05	Conducted test call to CapTel user to assess incoming captioned call connection. All was successful. Incidence appears to be with one call. Now all is well.
K649668482	11/21/05	NA	#33	Relay user requested to use Frontier as their long distance carrier for relay calls; Frontier is not available as a COC.	Open	<p>Sprint has been forwarded all information to get this LEC on the MN COC list; waiting for implementation.</p> <p>Called Frontier on 2/12/06 to find out who the letter about COC should be sent to. Sent letter to Frontier on 2/13/06.</p> <p>Sent a follow up e-mail to Frontier on 3/23/06 as I had not heard from them.</p> <p>Sent Frontier another e-mail on 4/11/06 as they has not responded to e-mails requesting a status.</p> <p>On 4/27/06, I received an e-mail from the Carrier Account Manager for Frontier letting me know that he would be working with me to resolve this. I told him we would be happy to set up a conference call to discuss it.</p> <p>On 5/1/06, Frontier's Carrier Account Manager sent me an e-mail with several questions after reading the letter I sent him. On 5/9/06, I sent him a meeting maker for a conference call on 5/12/06 to talk with our Program Manager and engineers.</p> <p>On 5/9/06, Frontier told Sprint that the customer can make calls through Minnesota Relay and have their calls go through Global Crossing as it is Frontier's underlying carrier. Frontier and Global Crossing have an agreement for this.</p>

						<p>On 5/12/06, Sprint had a conference call with several people from Frontier to answer their questions on TRS and what is needed to set up COC. They will work on this. I spoke with Frontier on 5/17/06 to make sure they had what they needed to work on the implementation of COC. They said they were working on it.</p> <p>This complaint has been unresolved for 180 days. As such, it was forwarded to the FCC on May 23, 2006.</p> <p>6/1/06: I called to let the customer know that it was being worked on, but he can use Global Crossing in the meantime. His son said he was in the hospital and asked that I call back at another time. 6/16/06: Called to speak with the customer, but they hung up on me.</p>
K6410800275	12/02/05	NA	#07	CapTel user. Accuracy of captions.	12/02/05	Apologized for incidence and shared with caller feedback regarding accuracy of captions and captioning speed. CSR thanked customer's caller for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
K6410265523	12/11/05	7602	#35	Customer explained that she cannot reach her parents through Relay. The problem started two weeks ago. Apologized. Customer will check back with Relay Customer Service for resolution. Trouble Ticket 854787 was opened. No follow up.	12/11/05	Reassigned to the appropriate Account Manager.
K6410801688	12/16/05	NA	#25	CapTel user. Disconnect/Reconnect during calls.	12/19/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent e-mail with tips to reduce their occurrence.

K6410282335	12/19/05	NA	#24	Calls into relay from work, hears tones.	12/19/05	Explained PBX and how to work around the tones & offered relay presentation. Apologized.
K6410282715	12/19/05	1213F	#26	Garbling problem for TTY person when receiving call from a voice. Apologized for problem and opened Trouble Ticket # 895121. Follow-up necessary for problem resolution.	12/19/05	Called and left messages on 5/26 at 10:40 AM, 5/26 at 3:30 PM and 5/31 at 10:00 a.m. Left my contact information asking customer to call me back. Never heard back from her, so ticket was closed.
K6410304086	01/01/06	NA	#11	Customer's son called to report trouble getting VCO service using new phone. New phone is Ameriphone supplied by Minnesota TED Program.	01/01/06	CA branded caller VCO and provided appropriate access numbers for MN. From Roxanne in MA: CA # is our CA who was covering Sprint CS and took the call. He entered his CA # in error in CA Field. Reassigning to MN. Explained CapTel, consumer wants info, mailed info and explained he can trade in his VCO state-owned phone for a CapTel, explained how. In the meantime, I explained how to use VCO direct so his calls go through.
K6410305618	01/03/06	1409F	#04	TTY customer reports CA did not keep her informed that live person was not reached. Customer could not understand what was typed. Customer requested interpreter. Apologized for problem encountered. Customer did not provide all details necessary of problem reporting Customer expected CA to provide interpreter via Relay when requested. Customer requests contact to further discuss this issue.	01/10/06	I tried calling consumer, and left messages, she has not returned my call so ticket was closed.

K6410308374	01/03/06	2039	#03	Customer was upset -- gave CA a pizza order before the phone number was dialed out. CA then typed the outbound's response (greeting). Customer asked CA to relay order, CA said "No longer have that info." Apologized to customer, would be forwarded to the CAs TL for follow up.	01/03/06	Supervisor met with CA who remembered this call. Stated voice (outbound) had not received a relay call before so she explained relay and sent macro to let the inbound know she was explaining and then sent GA. She stated she did not go back to that info before the call was placed in fear of breaking transparency. Supervisor coached the CA on the importance of following customers instructions and coached the CA on the proper procedures when handling this type of call. CA understands. No customer contact information given and no follow-up requested.
K6410792195	01/05/06	NA	#11	Telephone Equipment Distribution Program specialist was at a consumer's home changing her equipment from a TTY to a VCO phone. Each time they did a test call, the hearing person could not hear the VCO consumer.	01/05/06	Provided VCO direct number and explained how it works.
K6410809348	01/13/06	NA	#24	Consumer calling relay from work; heard TTY tones.	01/13/06	Apologized, explained PBX and how to make sure her call works.
K6411411358	01/24/06	NA	#26	CapTel user. Captions - dropped characters/garbled text.	01/24/06	Provided customer with suggestions for optimal CapTel phone use on DSL.
K6410839091	01/26/06	2072	#14	Inbound asked for descriptive voice tone after outbound disconnected. CA did not respond and disconnected.	01/26/06	CA coached to always include descriptive voice tone when appropriate. CA states ALT 0 macro was sent and there was no response from inbound. CA states inbound disconnected. CA is aware not to disconnect any call. Followed up with customer as requested.
K6410838870	01/26/06	1397F	#05	TTY user complained that CA hung up on them after they maybe had an attitude problem with the CA. Apologized, explained I will let the relay supervisor know this for follow up with CA. No contact requested.	01/26/06	Followed up with this CA and according to this CA she would not disconnect on the customer and does not recall having to deal with any difficult customer. CA was coached on proper disconnection procedure regardless.

K6410841861	01/28/06	1472F	#05	Customer said CA hung up on them. After the call was completed CA typed "bye GA to SKSK". Customer said they waited and then typed "hello" and there was no response. Occurred about 4:25 pm. Apologized to customer and said the CA would be met with.	01/28/06	CA does not remember call. CA demonstrated proper knowledge on disconnection process of a call.
K6410848683	02/01/06	2124F	#17	Voice customer received Relay call and reports CA was rude when relaying message the TTY customer ordered parts and when there was a long pause the voice customer asked CA to read the part number the CA was rude and said there wasn't any part number and they could only read what was being typed. Voice customer has used Relay many times and knows how Relay service works. Voice user stated the TTY customer would be upset if they knew how the Relay CA is processing the calls and being rude to the caller. Apologized for the problem encountered and advised complaint would be forwarded to supervisor. Customer requests follow-up contact.	02/10/06	CA followed call procedure but was coached to make sure she watches her voice tone. Contacted customer via phone on 3/1/2006 at 9:00 a.m. and explained CA followed procedure by only giving information given by TTY customer. CA has been coached on proper voice tone. Customer seemed satisfied.
K6410858117	02/04/06	1811M	#05	Customer was concerned that he was hung up on and wondered if call was disconnected because there was no one to take the call. Customer stated call did reach CA and number to dial was given, but received no response. After waiting and typing GA three times, customer's call was disconnected. Supervisor told customer this situation would be looked into. Customer did not request response.	02/04/06	Met with CA and CA did not recall any problems with customers or technical issues. CA knows never to hang up on a customer.

K6411416366	02/13/06	1301	#09	CA 1301 does not type recording verbatim. Typed last sentence of recording five times and does not think recording repeated same sentence five times. Also, does not use GA or SK at end of typing. Apologized to customer.	02/13/06	CA 1301 was not working at the time of the incident reported. No further action taken.
K6411948576	02/20/06	NA	#24	CapTel user. Inability for CapTel unit to reach data toll free #.	02/20/06	Technical Support made an adjustment to customize call out for this customer in a nursing facility and enable outbound captioned calling.
K6411441235	02/24/06	8395	#17	Customer said CA was rude. Customer was on a call with a VCO at about 5:15 PM CST. Customer said everything the CA said was rude. Customer had asked CA to "please don't treat me this way. Please don't be so rude." At end of call, when customer had asked for CA's name, CA gave ID number and disconnected. Apologized for inconvenience and said contact would be filed and forwarded.	02/24/06	CA remembered this call. She had relieved a previous CA who was constantly pacing and interrupting the customer the whole time that this CA was observing for relief. When she relieved her, the Inbound voice was very upset and wanted CA numbers as soon as the other CA logged off. CA was only on the call for 3 minutes and had a supervisor come over to observe and take note of a difficult situation. At that point CA number was given and Inbound voice made a comment and hung up. Supervisor 8437 witnessed the situation.
K6411952346	02/27/06	NA	#33	Billing - General	02/27/06	Customer directed to contact Sprint customer service regarding blockage of long distance calls.
K6411957731	02/27/06	NA	#25	CapTel user. Disconnect/Reconnect during calls.	02/28/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent e-mail with tips to reduce their occurrence.
K6411957878	02/27/06	NA	#26	CapTel user. Captions - dropped characters/garbled text.	02/28/06	Sent e-mail explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.

K6412580989	03/10/06	NA	#26	CapTel user. Captions - dropped characters/garbled text.	03/10/06	Sent e-mail explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.
K6412591531	03/15/06	NA	#29	CapTel user. Dialing Issue - Unable to dial regional 800 number.	03/15/06	Technical support set regional toll-free number equal to its equivalent toll number.
K6411973011	03/16/06	NA	#33	Gardonville is DBA with Onvoy; Onvoy was not on the MN COC list.	03/16/06	Onvoy and Gardonville were implemented on the MN COC list on March 16, 2006.
K6411973184	03/16/06	NA	#33	Phone calls to relay not working.	03/16/06	Found out she has Frontier as her LEC and they are not on the MN COC list. Sprint is currently working with them to become a part of our list, but implementation has not yet occurred. Customer decided to change to Sprint so she wanted this issue closed.
K6411973758	03/16/06	1840F	#03	The customer called into the relay service and told the CA to dial a number and then if an answering machine was reached, the customer requested a specific department to leave the message. The CA dialed the number, sent the Ans Mach and then just sent Beep for the customer to leave a message. The customer was upset about the fact that she had asked for a specific department to leave a message and was not able to do so.	03/16/06	CA was met with. CA remembered call and said the customer was informed the correct department had been reached by putting the department name in parenthesis. CA demonstrated proper procedure.
K6411976659	03/18/06	1411F	#03	Voice customer said that the CA did not follow his instructions. He asked for a specific person and told the CA that the fellow he wanted to speak to could not hear but he could speak (VCO). He said the CA didn't ask for the person he wanted. Apologized to the customer and told him I would follow up with the CA. Customer did not want a call back.	03/18/06	CA said that she thought the person he had requested had answered the phone and therefore did not ask for specific person requested. CA was coached.

K6411989018	03/24/06	NA	#24	Voice caller reported that when placing Minnesota Relay call to her parents, when she gives the CA there number to dial her parents, they connect to another CA. She provided CA ID number so that a trouble ticket could be entered. Customer Service Response: Apologized for the inconvenience and told her I would place test calls from my office and also enter trouble ticket (#1381068 entered 3/24/06). Customer requested follow up from Account Manager.	03/24/06	No name or contact information was provided for follow up. Ticket is closed.
K6411992436	03/27/06	1511M	#21	Hearing customer calling to complain that the CA interrupted her twice to tell her to speak faster and to not pause. The customer was talking about her son who had been diagnosed that morning, she was speaking at a slower rate to make sure her party got all of the info concerning her son. Then at the end of the call after both parties said SK the outbound hearing person asked the CA for his number again and he typed that back to the inbound TTY person. The CA then asked the hearing person to slow down because she was speaking too fast. Customer Service apologized to the customer. Customer would like follow up today.	03/27/06	I called her; I used to work with her, she is a former CA who has a very good grasp on what the relay does, and how it works. I don't doubt her assessment of this CA. It appears that CA 1511M may need coaching on how to facilitate a call, and allow people to talk without constant interruptions (unless the CA needs them to slow down). The consumer got upset after being told to talk at a normal rate, and then being told to slow down. CA needs to be followed up with. Complaint forwarded to center trainer. CA is required to type everything that is heard, including when voice asks for CA's ID number. CA is allowed to inform voice "you may speak at a normal pace". The CA was coached to use that phrase only once and not to deter much from that statement.

						After talking with consumer, she said that she did not want more follow up, she just wanted to share with us what happened. CA was followed up with.
K6412007493	04/01/06	7888	#26	TTY user called to complain that when she receives incoming calls she is getting garbling and CA ID number does not show up. CS rep entered Trouble Ticket# 1416652. Customer did not request follow up.	05/18/06	<p>Consumer called back and decided she did want follow up. I called on 4-4-06 and reiterated what the Sprint rep told her.</p> <p>Called on 6/1 at 9:00 a.m. and left a message on voice machine, asking her to call me back. Called on 6/1 at 2:15 p.m. and voice person stated it was the wrong number and hung up on me. Called back on 6/1 at 2:30 p.m. to check the number and answering machine picked up. Left another voice message. Ticket is closed.</p>
K6412453319	04/08/06	1436	#03	VCO customer states the CA is not following her instructions to not use any abbreviations. Apologized. No follow-up requested.	04/08/06	Followed up with this CA. CA remembered this call and stated that she has typed according to her instruction. However, the customer stated that she/he could not read and then was transferred to Customer Service. This incident occurred before the call was placed (possible garbling issue).
K6412458136	04/10/06	NA	#29	Voice user in NE using Minnesota Relay can't get through to customer as Caller ID will not show. Apologized, performed test calls and let customer know relay technicians will check this. Explained relay can not guarantee Caller ID will always show. Entered 1473913 Customer does want contact with resolution.	04/10/06	Technicians made test calls with her after making adjustments to the system and the Caller ID was passing with both local and long distance calls.

K6412682943	04/17/06	1799M	#26	TTY customer states all her calls are fine except one she gets from OK. It is always garbled. Apologized. No Follow-up requested. Reassigned to CA CMR. Trouble ticket # 1514460.	04/17/06	Customer did not request follow up. Ticket is closed.
K6412685997	04/18/06	1218F	#17	Voice customer complained that the CA was not professional, yawned on the phone, and did not seem interested in handling the call. Apologized to the customer. No follow up requested.	04/18/06	No CA with this ID.
K6412785154	04/20/06	NA	#21	CapTel user. Service - General	04/24/06	Inbound call technical problem reported at 11:32 a.m. on 4/20/06. The problem was resolved at 1:52 p.m. by CapTel technical support.
K6412693470	04/23/06	2151F	#01	TTY customer said that he placed a call at about 1:52 pm today. He gave the CA the number to dial with a "GA". He said the CA never dialed out, he waited for some time and finally hung up. Apologized to the customer and thanked him for taking the time to bring this to our attention. I told him a supervisor would follow up with the CA. Customer did not want follow up but did say he would also be writing a letter to Minnesota Relay Consumer Relations Office).	04/23/06	CA does not recall this event, however, was coached on the importance of responding in a timely manner. No F/U requested.
K6412700593	04/27/06	NA	#33	Customer requested to use Minnesota Phone Company as their long distance carrier for relay calls. Minnesota Phone Company is not available as a COC in Minnesota.	Open	Complaint came into Sprint and Sprint forwarded to Minnesota Relay Consumer Relations Office (CRO). CRO updated Sprint and on 4-26-06 Sprint informed CRO that they spoke with Minnesota Phone Company and that the COC info was sent. Sprint will follow up with Minnesota Phone Company next week. Sent a follow up e-mail to Minnesota Phone Company today to see if they had any questions regarding the COC letter Sprint sent.

						5/31/2006: Forwarded the COC letter to another rep at Minnesota Phone Company. Waiting to see they want to set up a conference call to discuss the implementation.
K6412711668	05/02/06	NA	#33	Customer requested to use Frontier as their long distance carrier for relay calls. Frontier is not available as a COC in Minnesota.	Open	<p>Sprint currently working with this LEC to implement. I tried to call consumer to update him, but got ring no answer.</p> <p>Will have a conference call with Frontier and Sprint on May 10 to discuss the implementation of Frontier with Minnesota Relay.</p> <p>I spoke with the customer today and he told me that he has been able to make long distance calls with Frontier. It was resolved some time ago. He thanked me for following up with him.</p> <p>Frontier has not been implemented, and it still being worked on.</p>
K6412821743	05/15/06	NA	#24	Wanted relay number because when she called the number she had, she heard tones.	05/15/06	She had the correct relay number, she was calling from work on a PBX, explained to call back and explained how the system scrolled and why.
K6413935674	05/22/06	NA	#25	CapTel user. Disconnect/Reconnect during calls.	06/01/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent e-mail with tips to reduce their occurrence.
K6413296110	05/23/06	NA	#24	Hearing person called into relay, heard tones instead of voice answer.	05/23/06	Explained, apologized, person did not want further follow up.

K6413296294	05/23/06	2483F	#12	A 2 line VCO customer called to say this CA did not properly follow 2 line VCO procedures and even after 4 attempts all of the information from the answering machine were not retrieved. Customer requested a supervisor (did not get the name) and the supervisor was unhelpful. Apologized for inconvenience. Suggested making sure to get the supervisor name along with CA ID next time this occurs. No follow-up requested.	05/23/06	This information was turned in prior to complaint by supervisor in charge (Lisa). Lisa stated she walked the CA through proper procedures of 2 line VCO. There were only 3 messages on the answering machine and customer kept insisting there was a 4th. Supervisor stated she listened to the messages herself and there were only 3. The customer then asked to be transferred to customer service. No follow-up requested.
K6413302288	05/25/06	1301F	#17	Customer stated last night she was talking to her son, a HCO user. After the "GA" the customer made another comment and the CA snapped and said "You cannot speak after you say GA." The customer later asked the CA to tell the HCO to hold if he finished typing before she got back to the phone and the CA repeatedly said "CA has nothing to do with the call." The customer repeatedly asked for the CA ID number and the CA would not give it. At the end of the call the CA provided her CA number. Customer stated that CA put both herself and the HCO user on hold for 5-7 minutes and when she came back on the line, the HCO had hung up. CA was very rude and snotty.	05/25/06	Met with CA. Coached CA to give CA number when asked, even while relaying. CA did not feel she was rude. Coached CA to remain calm and pleasant throughout call.



June 20, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), and pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the 12-month period commencing on June 1, 2006, and ending on May 31, 2007.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2006, through May 31, 2007, including the date of complaint, complaint tracking number, type of relay call, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's interstate and intrastate call volume by type of TRS call during the period of June 1, 2006 through May 31, 2007 was as follows:

- Traditional TRS Inbound Calls – 513,719
- Speech-to-Speech Inbound Calls – 7,172
- Captioned Telephone Inbound Calls – 263,095
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

Minnesota Relay received 75 complaints (*less than 1 percent*) during this reporting period. Of the 75 complaints that were filed, 71 were timely resolved.

Four (4) complaints, all involving Carrier or Choice requests, remain unresolved at this time. In one (1) of the Carrier of Choice issue (see tracking number K642049413), the long distance provider was unresponsive to contact attempts and the complaint was forwarded to the Federal Communications Commission for action. Two (2) Carrier of Choice issues are pending translation updates in a July 2007 release (see tracking numbers K6419731030 & K6420309619). For the final Carrier of Choice issue (see tracking number K6419731118) the long distance provider is currently working through the necessary steps, but a translation update release date has not been set at this time.

DOC-TAM is pleased to report that 61 commendations were received for Minnesota Relay services during this reporting period.

Please find one original and four copies of Minnesota's TRS Annual Consumer Complaint Log Summary, as well as a copy on electronic disk, enclosed in this mailing. In addition, an electronic copy has been submitted via e-mail to Pam Gregory.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Administrator
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cc: Dr. Burl Haar, MPUC Executive Secretary
Lillian Brion, MPUC
Pam Gregory, FCC Consumer & Governmental Affairs Bureau



Minnesota Relay Complaints by Category

June 1, 2006 - May 31, 2007

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
SERVICE COMPLAINTS														
Answer Wait Time			3					2					5	13%
Dial Out Time													0	0%
Didn't Follow Database Instructions													0	0%
Didn't Follow Customer Instructions					1			2				1	4	11%
Didn't Keep Customer Informed												1	1	3%
Agent Disconnected Caller						3				1			4	11%
Poor Spelling													0	0%
Typing Speed/Accuracy	1	1	1	1	2			1		1			8	21%
Poor Voice Tone													0	0%
Everything Relayed				1									1	3%
HCO Procedures Not Followed	1												1	3%
VCO Procedures Not Followed						1		1					2	5%
Two-Line VCO Procedure Not Followed													0	0%
Background Noise Not Typed													0	0%
Feelings Not Described													0	0%
Recording Feature Not Used													0	0%
Noise in Center													0	0%
Agent Was Rude		1		1		1			2				5	13%
Problem Answer Machine													0	0%
Spanish Service													0	0%
Speech to Speech													0	0%
Other Problem Type Complaint	1				2			1	1	1	1		7	18%
Sub-Total	3	2	4	3	5	5	0	7	3	3	1	2	36	
TECHNICAL COMPLAINTS														
Lost Branding													0	0%
Charged for Local Call													0	0%
Trouble Linking Up	2		2	4	1	2	2		1				14	47%
Line Disconnected	1											1	2	7%
Garbled Message	1		1					2					4	13%
Database Not Available													0	0%
Split Screen													0	0%
Other Technical Type Complaint	1			1		1						1	4	13%
Caller ID		1					2	1			1	1	6	20%
Regional 800 Calls													0	0%
Transmission (Can't hear or be heard)													0	0%
Sub-Total	5	1	3	5	1	3	4	3	1	0	1	3	30	
MISC COMPLAINTS														
Rates													0	0%
OSD													0	0%
No 900 Number													0	0%
Carrier of Choice					2				2	3			7	100%
Network Recording													0	0%
Other													0	0%
Sub-Total	0	0	0	0	2	0	0	0	2	3	0	0	7	
TOTAL COMPLAINTS														
	8	3	7	8	8	8	4	10	6	6	2	5	75	

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/2/2006	K6414618738	CapTel	NA	25	Disconnect/reconnect during calls.	11/1/2006	Explained to customer why disconnection and reconnection might be occurring and reviewed tips to reduce occurrence.
6/14/2006	K6413980972	HCO	1755	10	CA seemed confused on how to process an HCO call. CA was reluctant to provide CA number when asked.	6/21/2006	Talked with CA about the HCO call. CA remembers the call and that the outbound voice was very poor. CA believes call was to a cell phone because of static on call. CA notified voice person that she could hardly hear him/her speaking. HCO typed many times to use HCO while call was in progress. CA stated that HCO then typed that they could now hear voice person and call progressed fine from there. CA coached that if they experience a problem on a call to alert supervisor right away so a trouble ticket can be entered.
6/22/2006	K6413996526	VCO	NA	26	VCO customer having problems with garbling and unable to place a call to a particular number. Follow-up requested.	11/1/2006	Trouble ticket 1944785 opened for garbling. Trouble ticket 1944752 opened for unable to place a call to particular number. It appears that customer has a billing restriction set up on her number by the LEC. Customer needs to contact LEC to resolve. Consumer was left a message on her answering machine on June 23, 2006, regarding the billing restriction.
6/22/2006	K6414654124	CapTel	NA	21	Account login failure.	6/22/2006	CapTel unit's account activated. Unit now operational.
6/23/2006	K6414001194	Voice	1386F	24	Customer stated that when trying to call her mom through Minnesota Relay she gets another relay with different agent ID (K133M) and cannot get through to her mom. Call back requested when the problem is fixed.	11/1/2006	Apologized for the problem and assured that a trouble ticket would be opened (trouble ticket 1953976). June 27, 2006, tech made a test call through PC and through Minnesota Relay using 711. All calls rang at least 8 times before tech disconnected. Tech could not reproduce the problem. Given the presence of a fast busy signal, tech suspects the issue was a temporary network issue with customer's LEC. Left message with consumer on Nov. 1, 2006, regarding test results.
6/23/2006	K6413997685	Voice	NA	24	Hearing person calling relay from work hears TTY tones.	6/23/2006	Explained PBX issues with relay and provided instructions on how to place a call.
6/27/2006	K6414673856	CapTel	NA	7	Customer shared feedback regarding accuracy of captions and captioning speed.	6/27/2006	Apologized for incidence, thanked customer for the feedback, and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, and CA # for more specific follow up.
6/27/2006	K6414686123	CapTel	NA	29	CapTel user hears echo sounds.	6/30/2006	Provided customer with suggestions to minimize echo on CapTel phone.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/13/2006	K6415336951	CapTel	NA	7	Customer shared feedback regarding accuracy of captions and captioning speed.	7/13/2006	Apologized for incidence, thanked customer for the feedback, and informed customer that the feedback would be shared with appropriate captioning service staff.
7/19/2006	K6415354668	CapTel	NA	57	Caller ID	7/19/2006	Provided customer with software update for Caller ID feature capability. Shared detail on set up.
7/27/2006	K6414752968	Voice	9022F	17	Voice customer just got off phone from a relay call to her granddaughter at 2:57 pm. The customer felt that the CA was very rude, saying constantly "one moment please" and at the same time CA wasn't typing very fast. CA was also very slow in responding to the other party. Customer stated that she didn't know whether this CA was new or just having a "bad day" but felt CA's conduct was totally unacceptable and shouldn't be working at relay in the first place. Customer wishes follow up via phone call.	11/1/2006	Apologized for the inconvenience and assured her that CA's direct supervisor will meet with the CA on this concern. CA is no longer employed by relay; further action is not possible. Contacted consumer and explained that we are not able to follow-up because CA no longer works for relay.
8/10/2006	K6415293910	Voice	NA	24	Calls into relay from work and hears TTY tones.	8/10/2006	Explained how to connect in hearing mode to relay since her work PBX system is first connecting to TTY mode. Offered presentation and outreach.
8/10/2006	K6415294893	TTY	5232	0	Customer connected to relay. CA did not respond or answer customer's questions. Customer eventually hung up due to no reply.	9/12/2006	Thanked customer for feedback. CA did not recall a circumstance of this nature. Coached CA on prompt response to customer. Reminded CA to report any technical difficulties when it is apparent that customer is not able to receive the CA's message or when there is a difficulty that may result in a disconnect.
8/10/2006	K6415294950	TTY	1673	0	Customer called into relay. CA did not respond to her questions and did not dial out. Customer eventually hung up due to no response.	8/11/2006	CA does not recall this instance. CA understands the importance of responding to questions and to place outbound call.
8/16/2006	K6416134112	CapTel	NA	7	Customer shared feedback regarding accuracy of captions and captioning speed.	8/16/2006	Apologized for incidence and thanked customer for the feedback. Informed customer that feedback would be shared with appropriate captioning service staff.
8/17/2006	K6415440879	VCO	NA	24	Case manager was working with a client who uses VCO. She tried to call her client from her work PBX system and heard TTY tones.	8/17/2006	Explained PBX system and what customer needs to do when calling relay from a PBX system
8/20/2006	K6415446359	Voice	NA	0	Voice customer was upset that it took a long time for an operator to answer. She tried several calls to relay and heard TTY tones, but she should have been branded as voice.	8/20/2006	Apologized for the problems. Informed customer that center had been extremely busy for the past 15 minutes, thus causing delays. Re-branded her as voice. Customer did not request follow up.
8/24/2006	K6416169739	CapTel	NA	26	Captions contained dropped characters and garbled text.	8/24/2006	Appears to have been an isolated incidence. Apologized for the problem and offered further assistance if needed.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9/7/2006	K6416055371	Voice	NA	24	Calls into relay from work and hears TTY tones.	9/7/2006	Explained PBX system and what customer needs to do when calling relay from a PBX system.
9/7/2006	K6416776657	CapTel	NA	29	Out of state customer was unable to call CapTel user via a long distance calling card.	9/8/2006	Advised caller to use alternate CapTel captioning service number. This enabled voice user to successfully call CapTel user through service using their calling card.
9/8/2006	K6416059035	Voice	1473M	17	Customer said CA was rude and did not announce the call right away. Customer stated that CA spoke too fast, and asked that the CA repeat their ID number. CA gave customer his ID number, and then disconnected the call. Customer stated that this happened three times; each time the CA disconnected the customer.	9/9/2006	CA number 1473 has not been assigned at this time. Unable to follow up.
9/12/2006	K6416064357	Voice	NA	9	Voice customer stated that she just got off of a relay call at 10:50 a.m. and was disappointed with the CA because CA did not attempt to repeat or clarify an address upon request. This request was made immediately after the address was read during a relay call. Customer stated that the CA told her "This is not a proper protocol" and that he will relay the message. At the end of the call, the customer requested the CA's ID number, but the CA disconnected the call.	9/12/2006	Apologized for the inconvenience and explained what relay proper protocol was in this particular situation. No follow up necessary.
9/14/2006	K6416219817	Voice	NA	24	Called into relay from home and heard TTY tones.	9/14/2006	This is a dual user household, but customer wants number branded voice. Customer understands that when her son uses the TTY that he will have to wait for the relay answer sequence to scroll to TTY tones.
9/15/2006	K6416814921	CapTel	NA	7	Customer shared feedback regarding accuracy of captions.	9/15/2006	Apologized for incidence and thanked customer for the feedback. Informed customer that feedback would be shared with appropriate captioning service staff for follow up. Suggested that customer document date, time and CA# for more specific follow up.
9/25/2006	K6416234349	Voice	NA	24	When calling relay from home she hears TTY tones (this started in August).	9/25/2006	Had her number branded as voice.
9/26/2006	K6416237973	TTY	NA	24	TTY user stated that she has been unable to reach Minnesota Relay via 711 or the 800 number. She is still able to make direct, local calls on TTY. Customer requested follow up.	10/24/2006	Apologized for inconvenience and opened trouble ticket 2584100. Customer's phone has been disconnected; not able to follow-up.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/2/2006	K6416249739	Voice	NA	24	Voice customer trying to call VCO user but call will not go through. Customer receives a recorded message stating "Unidentified numbers are not accepted." Customer requested follow-up.	11/6/2006	Trouble ticket 2622871 opened. Called-to party has LEC service called "Privacy Manager" that interfered with the call. Another CA was able to place call and get through.
10/4/2006	K6416733758	NA	NA	33	Business customer can not make long distance Minnesota Relay calls using MCI as COC.	11/6/2006	Trouble ticket was opened. Sprint tech conducted test calls and determined the issue was specific to MCI and customer's business number. Left message for customer to contact MCI (per intercept message) and inform MCI of the issue.
10/8/2006	K6416743719	VCO	1411F	21	VCO customer stated that CA did not know how to process international calls. No follow-up requested.	10/8/2006	Demonstrated international calls with CA until she was able to demonstrate correct handling.
10/17/2006	K6417467742	CapTel	NA	7	Customer shared feedback regarding inaccuracy of captions.	10/18/2006	Apologized for incidence, thanked customer for feedback, and informed customer that information would be shared with appropriate captioning service staff for follow-up. Suggested customer document the date, time & CA number for more specific follow-up.
10/19/2006	K6416882698	Voice	1511M	21	Voice customer was not pleased with the way the call ended. CA stated "Your caller is ending the call." Customer assumed caller had hung up and she started asking the CA questions. The CA did not respond and just typed questions to the TTY user. Customer asked for relay supervisor. CA typed the message to the TTY user. Customer wants follow up call on why the call ended this way and why all of her messages were typed when the inbound was "ending" the call.	10/21/2006	Apologized to the customer. Left message on customer's voice mail that CA 1511M did not work on the day of the incident, and left number for her to call if she wished to pursue this further.
10/23/2006	K6416890677	CapTel	C3036	7	Inaccurate captions. Customer placed an outbound CapTel call that was answered by a recorded message. The text of the captions read "MRS CapTel CA #C3036 dialing xxxxxxx Ringing 1 2 3 4 (Recording) Hi you have reached the (unclear) (beep) president's please thanks re." Customer dialed the recording again (with CA C3615) and CA was able to caption recording with only one missed word.	10/23/2006	Complaint was forwarded to CapTel customer service.
10/24/2006	K6416891395	NA	NA	33	Relay user requested to use Integra for their long distance relay call, but Integra is not a COC in MN.	4/20/2007	DOC-TAM sent letter to Integra on 10-24-2006 with instructions on how to become a COC for TRS. Integra is now available as a COC as of 4-20-2007.
10/31/2006	K6416905985	TTY	1898F	3	TTY customer stated that CA 1898F did not relay the message as directed and felt that the CA was not forthcoming with answers to his/her questions.	10/31/2006	Apologized to customer for the inconvenience and assured customer that will follow-up with the CA on this. Also explained relay protocol to customer. Coached CA on importance of relaying message where necessary to keep customer informed. I also assisted on this call in progress and have instructed the CA to redirect the customer to the voice person. In this particular aspect the CA followed proper relay protocol.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/1/2006	K6416906688	NA	5159M	5	Relay call was disconnected at approximately 1:17 pm on 11/1/2006. Customer would like an e-mail reply when CA is met with to find out why CA disconnected caller.	1/18/2007	CA does not remember this call. CA was coached on the importance of not disconnecting calls, and advised of the consequences of doing so. Customer was contacted.
11/8/2006	K6416906740	NA	1422F	5	CA disconnected caller twice at approximately 1:18 pm and 1:19pm on 11/1/2006. Would like an e-mail reply when CA is met with to find out why CA disconnected caller.	11/8/2006	Met with CA, and she said the call came in on the wrong line both times and the CA was not able to switch caller over to correct line. Reviewed with CA the proper steps to transfer calls, as well as other possible actions to take when call comes in on the wrong line. E-mailed customer with information about the incident.
11/10/2006	K6417395550	TTY	NA	24	Office technician concerned because TTY user is unable to reach Minnesota Relay via 800 number from work.	12/13/2006	Trouble ticket 2193931 opened. Consumer is not using an analog line. Contacted office tech and told him that the TTY user needs a dedicated analog line. Office tech said they would install one.
11/17/2006	K6417543549	Voice	NA	17	Voice customer received a call via relay and stated that CA was rude and would not repeat what was typed when voice user could not hear what CA read. CA would only type back to TTY user and confused the sensitive nature of the call. CA would not provide ID number when asked.	11/17/2006	Not able to follow up as no CA ID number available.
11/17/2006	K6417545846	NA	1280	5	CA hung up on customer twice on November 15 at 6:30 pm.	11/17/2006	CA does not recall specific caller. Went over call procedures with CA. CA correctly explained disconnect procedures.
11/20/2006	K6417547847	Voice	NA	24	Customer had a deaf person living at her home who used relay, but person is no longer living in home. When voice user calls into relay her call is answered in TTY mode.	11/20/2006	Had her number branded as voice.
11/24/2006	K6417553480	VCO	1537F	11	VCO customer was concerned that they had to voice to CA three times the number that they were calling to and CA was telling them that they had to type the number to dial.	11/29/2006	CA stated that the call had gone on ASCII search twice and then the call was disconnected. The customer notes did identify the call as VCO, but caller did not provide the number to dial. CA stated that she did not request the customer to type out the calling to number. On duty supervisor verified that this is what happened.
11/29/2006	K6418093715	CapTel	NA	29	Customer hears echo sounds on CapTel calls.	11/29/2006	Advised customer to make use of volume and tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/13/2006	K6417971295	Voice	NA	24	Voice customer using cell phone stated she can't reach Minnesota Relay by dialing 711; she keeps getting TTY tones. She would like her number branded. She called relay 3 times and then had to wait 7 minutes to speak to a supervisor.	12/13/2006	E-mailed customer on 12-7-2006 in order to assist her. No response from customer, so ticket was closed.
12/15/2006	K6418116538	Voice	NA	24	Voice customer calling into relay kept getting TTY tones.	12/15/2006	Apologized to customer and explained that she needs to wait 35 seconds for voice answer. Explained why she hears TTY tones first. Offered to provide presentation to staff about relay.
12/21/2006	K6418125880	VCO	NA	57	Customer states that Caller ID function has not worked the past couple weeks for her local or long distance relay calls. She would like this fixed.	1/3/2007	Moorhead center system issue. Caller ID was not being passed because the Adjunct Call Controllers (ACCs) were not re-booted as they normally are once a week on Mondays due to the holiday falling on a Monday. System was re-booted on 12-26-2006, and issues resolved. Contacted customer and explained the issue.
12/21/2006	K6418123868	TTY	NA	57	TTY user not receiving incoming telephone numbers on her Caller ID when call is through Minnesota Relay. Customer service performed two test calls: one direct and one through relay. Neither test call transmitted Caller ID information. Apologized to customer and opened trouble ticket 3187009. Customer would like follow-up.	1/3/2007	Outreach staff performed additional test calls. Caller ID information was transmitted on both the direct call and the call through relay. Customer stated that it works sometimes and doesn't at other times. Moorhead center system issue. Caller ID was not being passed because the Adjunct Call Controllers (ACCs) were not re-booted as they normally are once a week on Mondays due to the holiday falling on a Monday. System was re-booted on 12-26-2006, and issues resolved. Contacted customer and explained the issue.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007
Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/1/2007	K6418136881	VCO	1504F & 1365F	11	Customer reports that CAs did not observe VCO privacy feature procedures, and failed to inform the customer in the case of both the initial and replacement CA.	1/19/2007	Met with CAs and coached on proper procedure to enable privacy feature and to immediately inform customer when privacy feature is not engaged.
1/2/2007	K6418626671	STS	8047F	3	Caller said CA did not understand him when he spoke and did not transfer him to STS.	1/12/2007	Supervisor met with CA. CA said she tried so hard to understand what the customer was saying but could not; that was when the customer asked to speak to a supervisor. CA was coached to keep Speech customer in mind when situations like this occur so that STS can be offered.
1/8/2007	K6418917461	TTY	1499	3	TTY caller stated that she placed a call, reached an answering machine, gave the CA the message to leave, and upon the second attempt, a person answered. The CA just gave the person who answered the message without relaying the call.	1/8/2007	Apologized to customer and told her that center would be contacted so procedures could be gone over with CA. Customer was fine with that. Center was contacted so CA could be trained.
1/12/2007	K6419053048	Voice	NA	57	Voice customer called to say her Caller ID is not transmitting to her friend when she makes a relay call from her cell phone. She stated that Caller ID does work when she calls other friends. Follow-up requested.	1/23/2007	Apologized. Reset Caller ID to send. Customer tested and it still did not work. Opened trouble ticket 3320422. Sprint technicians indicated that they were not able to duplicate the problem. Customer was contacted and she said she would call her cellular carrier and see if the problem was on that end.
1/12/2007	K6419621716	CapTel	NA	21	Account login failure.	1/12/2007	Customer's CapTel phone was activated. Unit is now operational.
1/12/2007	K6419634297	CapTel	NA	0	When CapTel user tried to make a call, it would not link-up to captioning center for outbound call to be placed.	1/12/2007	Inbound call technical problem reported at 8:15 a.m. CT on 1/12/2007 resulted in increased queue times. The problem was completely resolved at 10:28 a.m. CT by CapTel technical support.
1/12/2007	K6419634038	CapTel	NA	0	When CapTel user tried to make a call, it would not link-up to captioning center for outbound call to be placed.	1/12/2007	Inbound call technical problem reported at 8:15 a.m. CT on 1/12/2007 resulted in increased queue times. The problem was completely resolved at 10:28 a.m. CT by CapTel technical support.
1/18/2007	K6419652891	CapTel	NA	7	Captions lag too far behind voice.	1/18/2007	Apologized for incidence and thanked customer for the feedback. Informed customer that information would be shared with appropriate captioning service staff for follow up. Suggested customer document date, time and CA identification number for more specific follow-up.
1/23/2007	K6419064661	TTY	NA	26	TTY customer reports receiving calls from Minnesota to his number in WI via Minnesota Relay. Calls are garbled. CA advised customer that the problem was in the connection between MN and WI. Customer says problem has been going on for a long time and he is tired of it. CA attempted to provide customer with possible reasons for garbling, but customer said there is no problem with TTY and no background noise, etc. Customer requests contact ASAP.	2/22/2007	Contacted customer and he stated that he is no longer experiencing problems, and that Minnesota Relay can close complaint.
1/28/2007	K6419693171	CapTel	NA	26	Problems with captions (dropped characters/garbled text).	1/26/2007	Advised customer to try phone on another jack in the home.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007
Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2/7/2007	K6419731030	NA	NA	33	Relay user requested to use Popp.com for their long distance relay call, but Popp.com is not a COC in MN.	Pending	DOC-TAM sent POPP.com a letter on 2-7-2007 with instructions on how to become a COC for TRS. Popp.com notified State that they had sent a Letter of Authorization for long distance calls to Sprint on 11-8-2004; Sprint stated that they had no record of this letter. Popp.com re-sent a letter of Authorization to Sprint on 3-23-2007. 5-31-2007 Notified by Sprint that carrier has some issues at the access tandem and compliance will depend on when the carrier themselves resolves the issue. 6-13-2007 Notified by Popp.com that Sprint conducted test calls a few ago and the service was determined to be working correctly. Carrier is scheduled for a July 2007 release date; they should then be available as a COC if no problems are encountered.
2/8/2007	K6419559661	Voice	2949F	17	CA did not provide ID Number at start of call. During the call the voice user received different Social Security Numbers and CA stated to voice user "You are not listening carefully and let me say this . . ."	2/12/2007	No CA with the ID number provided. Contacted customer with an update.
2/11/2007	K6419562651	Voice	NA	17	During a relay call the CA was asked what his ID number was and the CA relayed the question to the TTY user instead of answering the Voice user's question. Voice user wants CA to know the difference between call facilitation and call involvement. Relay user also felt CA was rude.	2/12/2007	No CA ID number provided; no follow up possible.
2/12/2007	K6419728521	Voice	NA	24	Voice user is calling TTY user through relay, but when the CA dials the TTY number, it connects to another CA. Customer has had similar problem in the past, but it seemed to resolve itself.	3/21/2007	Outreach staff spoken with this person when problem occurred in the past. Staff was not able to duplicate problem during past test call and consumer stated that problem had stopped occurring and to discontinue researching. Staff left messages for consumer but customer did not return calls. Ticket was closed due to lack of response.
2/14/2007	K6419731118	NA	NA	33	Relay user requested to use En-Tel Communications for their long distance relay call, but En-Tel is not a COC in MN.	Issue has not been resolved to date.	DOC-TAM sent letter to En-Tel Communications on 2-13-2007 with instructions on how to become a COC for TRS. 5-31-2007 Notified by Sprint that carrier has some issues at the access tandem carrier needs to resolve issues. 6-12-2007 Received e-mail from Phil Berry with TDS (underlying carrier) that Sprint Relay performed test calls and the calls did not pass the Owatonna, MN tandem because CICs have never been loaded in the Qwest Owatonna Tandem. TDS has issued the order to load En-Tel's CICs to Qwest and the FOC date that they received on that ASR is 7/10/2007. Once ASR is complete TDS will perform test calls.
2/18/2007	K6419743813	Voice	1429M	21	During a relay call the CA was asked what his ID number was and the CA relayed the question to the TTY user instead of answering the Voice user's question. Voice user wants CA to know the difference between call facilitation and call involvement.	2/19/2007	Supervisor spoke to CA and informed him that he can respond to questions directed to CA for clarification purposes, and that providing an ID number is o.k.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/4/2007	K6420145957	NA	8017	5	Call disconnected after 4 minutes. Customer could not get through to relay and could not get through to operator. CAs disconnect calls; disconnection takes place during business and residential calls.	3/13/2007	CA does not remember disconnecting any calls mid-conversation. CA was coached on proper call processing. Contact phone numbers were given to customer regarding equipment problems she seems to be experiencing. Customer hung up on staff when contacted for complaint follow-up.
3/5/2007	K6420775799	CapTel	NA	21	General service complaint.	3/5/2007	Technical problem identified. Resolution provided by network vendor.
3/7/2007	K6420149413	NA	NA	33	Relay user requested to use Enhanced Communications Group (ECG) for their long distance relay call, but ECG is not a COC in MN.	Issue has not been resolved to date.	DOC-TAM sent letter to ECG on 3-13-2007 with instructions on how to become a COC for TRS. Emma Danielson with Sprint Relay (a Minnesota Relay subcontractor) attempted to contact ECG on three occasions (she left a voicemail message for ECG on March 13, 2007; sent an e-mail to ECG on March 20, 2007; sent another e-mail to ECG and April 14, 2007.) ECG has been non-responsive to all contact attempts. 5-30-2007 DOC-TAM forwarded this issue to the FCC for resolution.
3/15/2007	K6420306981	NA	NA	33	Relay user requested to use Norlight Telecommunications for their long distance relay call, but Norlight is not a COC in MN.	6/12/2007	DOC-TAM sent letter to Norlight on 3-19-2007 with instructions on how to become a COC for TRS. Carrier available as a COC as of June 12, 2007.
3/19/2007	K6420309619	NA	NA	33	Relay user requested to use Hickory Tech for their long distance relay call, but Hickory Tech is not a COC in MN.	Pending	DOC-TAM sent letter to Hickory Tech on 3-19-2007 with instructions on how to become a COC for TRS. Carrier is scheduled for a July 2007 release date; they should then be available as a COC if no problems are encountered.
3/19/2007	K6420869696	CapTel	NA	7	Customer shared feedback regarding accuracy of captions.	3/19/2007	Suggested customer document the date, time, and CA number for more specific follow up.
4/23/2007	K6420951437	VCO	NA	57	Caller ID not showing up through relay.	6/1/2007	Opened trouble ticket 3997248. Technicians worked on the issue but were not able to recreate problem. Customer was updated.
4/25/2007	K6420954516	VCO	1505F	21	CA "just sat there" and did not respond to prompts.	4/23/2007	Followed up with CA.

Minnesota Relay Customer Complaints for June 1, 2006 through May 31, 2007

Total Complaints: 75

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/15/2007	K6421523517	Voice	NA	29	Consumer dialed a telephone number and it was answered by Minnesota Relay instead of the number they were calling.	6/4/2007	Sprint tech was not able to reproduce the issue either via his PC or his IFB. Consumer updated.
5/21/2007	K6421529315	TTY	1511M	4	Consumer stated he place a call to activate a card. The activation recording requires the customer to provide a 4-digit PIN number, and this was not relayed to the consumer. Consumer stated that the CA told him the activation did not work but didn't say why. Consumer called back and used a different CA and the activation worked fine.	5/30/2007	CA stated he experienced problems entering the relay user's PIN. CA stated that the caller did not provide the correct information, and the CA redialed to enter the information again but the recording did not offer that option. The CA stated that he typed the recording to the consumer.
5/21/2007	K6422061656	CapTel	NA	25	Relay user stated that call disconnected and then reconnected.	5/21/2007	Sent consumer information explaining the difference between a CapTel phone and traditional phone. Explained to the customer why the disconnection and reconnection might be occurring and sent an e-mail with tips to reduce the occurrence.
5/26/2007	K6421536433	Voice	1545M	3	CA did not follow instructions and was rude. Consumer said he told the CA to wait through fax tones to get TTY tones and said the CA hung up on the fax tones. Consumer told CA to redial and got an answering machine on redial. Consumer asked CA to call again and said the CA was rude when asked to redial.	5/26/2007	CA stated that consumer did not give instructions to wait through fax tones. Coached CA on maintaining a courteous tone and manner on all calls.
5/30/2007	K6421539829	STS	NA	59	Consumer reported again that he experiences volume issue where he can't be heard and the CA can't be heard and it is making Speech-to-Speech calls impossible. He stated he will continue to report this problem until it is fixed.	6/4/2007	This is a platform issue and provider is not planning to upgrade the platform to accommodate the resolution to this problem so ticket was closed.

Appendix Q

*2006 Letter and Compliance Form
to Telephone Carriers*

September 22, 2006

Dear Minnesota Telephone Company,

This letter serves as a reminder that **all telephone companies** serving Minnesota consumers shall assure that their customers are aware of the availability and use of all forms of Telecommunications Relay Services (TRS) as required by FCC 47 C.F.R. § 64.604(c)(3).

Many telephone companies are publishing outdated and incorrect Minnesota Relay information and are not in compliance with the FCC mandate regarding public access to TRS information. Please forward this notice to your publications department (or appropriate person) and ensure that the most recent Minnesota Relay information is being distributed to your customers.

FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information, requires that *“Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.”*

In a Report and Order amending its rules and policies pertaining to TRS¹, the FCC further clarified that “The term ‘callers’ refers to the general public, not just consumers with speech and hearing disabilities. It is crucial for everyone to be aware of the availability of TRS for it to offer the functional equivalence required by the statute. As Congress has stated, TRS was designed to help bridge the gap between people with hearing and speech disabilities and people without such disabilities with respect to telecommunications services. The lack of public awareness prevents TRS from achieving this Congressionally mandated objective. We also note that, as we have determined that TRS includes services other than traditional TTY-based relay service, outreach efforts should now include information about these relay services as well.” *See TRS Report and Order at ¶ 105.*

The Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) program is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, hard of hearing, speech or

¹ *Telecommunications Relay Services for Individuals with Hearing and Speech Disabilities, and the Americans with Disabilities Act of 1990, Report and Order and Further Notice of Proposed Rulemaking*, CC Docket No. 98-67 (FCC No. 00-56) (March 6, 2000) (TRS Report and Order) (rules amended to expand the kinds of relay service available to consumers and improve the quality of relay services).

physically disabled. DOC-TAM administers Minnesota Relay (TRS) and the Telephone Equipment Distribution (TED) Program.

To provide background, Minnesota Relay facilitates calls, both personal and business, for individuals who have hearing loss or a speech disability. The TED Program provides specialized telecommunications equipment (at no cost for those who qualify) to individuals who have difficulty using the telephone due to a hearing, vision, speech, or physical disability.

DOC-TAM wishes to underscore that this federal rule mandates that telephone carriers provide this service at no public cost and that all telephone directories provide free Minnesota Relay listings and use instructions. As a public service to customers, local telephone companies typically place the Minnesota Relay information after the 9-1-1 and other emergency service listings in their directories, but before the alphabetized listings.

Updated examples of Minnesota Relay directory page information and a bill stuffer are available on our website at: www.commerce.state.mn.us (click on the Minnesota Relay tab and go to *Service Providers*).

As demonstration of your company's compliance, please complete the **attached form** and mail or fax it to DOC-TAM, along with a copy of your telephone company's directory page that pertains to Minnesota Relay, and a copy of your Minnesota Relay bill stuffer or newsletter article.

If your telephone company *is not currently operating in Minnesota* (i.e. does not have any customers in Minnesota), you must still submit the attached form.

Please feel free to contact me if I can be of assistance regarding Minnesota Relay, or in answering any questions you may have regarding this correspondence. I can be reached at 651-297-8941 or 1-800-657-3599.

I wish to thank all of the telephone companies for their past and future cooperation.

Sincerely,



Rochelle Renee Garrow, TAM Administrator
Minnesota Department of Commerce
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165
Phone: 651-297-8941 / Fax: 651-297-7891
rochelle.garrow@state.mn.us

Telecommunications Relay Services - Public Access to Information Compliance Form

As a demonstration of your company's compliance with FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information, please complete this form and mail or fax it to DOC-TAM, along with a copy of your telephone company's directory page that pertains to Minnesota Relay, and a copy of your Minnesota Relay bill stuffer or newsletter article.

NOTE: Do not submit copies of materials until you have published **current and correct** Minnesota Relay information. Companies submitting copies of incorrect information will be notified of such, and **will not be considered compliant** until correct information is distributed to their Minnesota customers.

Name of Telephone Company: _____

Minnesota Registered DBA Name(s): _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Contact Title: _____

Contact Phone Number: _____

Contact E-mail Address: _____

Please check all boxes below that apply. If you indicate that you have published Minnesota Relay information in your telephone directory, bill insert or newsletter, you must indicate **the date published and attach a copy of the published information**.

☐ The aboved named telephone company is not currently operating in Minnesota (i.e. does not have any customers in Minnesota).

☐ Minnesota Relay information was published in our telephone directory.
Date last published: _____

☐ We do not publish/produce a telephone directory in Minnesota.

☐ Minnesota Relay information was published in a bill insert or newsletter.
Date last published: _____

Please fax or mail this form and any attachments to:

Minnesota Department of Commerce
Attn: Rochelle Garrow, TAM Administrator
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165

Fax: 651-297-7891

9/2006

Appendix R

*Sample of Directory Page, Bill Insert
and Newsletter*



Having trouble using the telephone?

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled. Now it is easier than ever to make a Minnesota Relay call.

Just dial 711.

TO MAKE A CALL

A Communication Assistant (CA) relays the phone conversation between a person who has hearing loss or a speech disability and a hearing person.

MINNESOTA RELAY GENERAL: 800-627-3529

SPANISH RELAY: 877-627-5448

VOICE CARRY OVER DIRECT: 877-627-3024

2-LINE VOICE CARRY OVER: 866-855-4611

SPEECH-TO-SPEECH (STS): 877-627-3848

900 PAY CALLS: 900-246-3323

CAPTIONED TELEPHONE SERVICE (CapTel™): If you wish to contact a person who uses a CapTel phone, dial: 877-243-2823.

For detailed instructions:

www.commerce.state.mn.us>Minnesota Relay
651-602-9005 or 800-657-3775

IMPORTANT INFORMATION

- Available 24 hours a day, 365 days a year.
- You can call next door or internationally.
- All calls are 100% confidential.
- There is no charge for using Minnesota Relay unless you call long distance.

BILLING OPTIONS FOR LONG DISTANCE CALLS:

- Direct
- Pre-paid calling card
- Collect
- Carrier calling card
- Third party billing

EMERGENCY ASSISTANCE: Call 911 direct. Using Minnesota Relay for emergency calls may delay the response to your call.

FILING A COMPLAINT: 800-657-3775 (voice/TTY). Provide the date and time of the Relay call, the CA's ID number and nature of your complaint. You may also file a Relay complaint with the Federal Communications Commission. 888-225-5322 (voice), 888-835-5322 (TTY) or www.fcc.gov/cbg/complaints.html

SERVICES AVAILABLE

TEXT TELEPHONE (TTY): Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

STANDARD TELEPHONE: A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

COMPUTER (ASCII): Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

HEARING CARRY OVER (HCO): Allows a hearing person who has very limited or no speech capabilities to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special phone.

VOICE CARRY OVER (VCO): Allows a person who has difficulty hearing on the phone to voice conversations directly to a hearing person. The CA types the hearing person's response to the VCO user. Requires a special phone.

2 LINE VOICE CARRY OVER (VCO): Enhanced VCO offers more control and allows for interactive conversation. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Requires additional service and equipment.

SPANISH RELAY: The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

SPEECH-TO-SPEECH (STS): Allows a person whose speech may be difficult to understand to communicate over the phone with the help of a specially trained CA.

900 PAY-PER-CALL SERVICES: Allows a relay user to connect to any pay-per-call service.

CAPTIONED TELEPHONE SERVICE (CAPTEL™): CapTel phone required. CapTel allows a person who has hearing loss to receive word-for-word captions of phone conversations. The captions are displayed on the CapTel phone's display screen so the user can read the words while listening to the voice of the other party.

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides specialized phone equipment at no charge to income eligible Minnesotans. Call 800-657-3663 or 888-206-6555 (TTY) for details or go to www.tedprogram.org.

Services provided by: Minnesota Department of Commerce—Telecommunications Access Minnesota

Having trouble using the telephone?



Phone your family,
friends or vital
services even if you
have a hearing,
speech or physical
disability.

Minnesota Relay provides free and full
telephone accessibility to anyone who is
hard of hearing, deaf or speech disabled.

**To make a relay call dial
711 or 800-627-3529**



For more information on
the variety of services
offered through
Minnesota Relay:

651-602-9005 or 800-657-3775 (voice/TTY)

www.commerce.state.mn.us

Telephone Equipment Distribution Program

The Telephone Equipment Distribution (TED) Program provides free assistive phone equipment such as amplified phones, captioned phones, TTYs (text-telephones), TTYs with telebraille or large visual displays, speaker phones, hands-free dialing equipment, and signaling devices to income eligible persons who have difficulty using the phone due to hearing, speech, vision or physical disabilities.

For more information

800-657-3663

TTY: 888-206-6555

ted.program@state.mn.us

www.tedprogram.org



Minnesota Relay and the Telephone Equipment Distribution Program are administered by the Minnesota Department of Commerce Telecommunications Access Minnesota (TAM) and funded by a telephone surcharge.



Phone your family and friends, or reach vital services, even if you have a hearing, speech or physical disability.

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.

Having trouble using the telephone?



**To make a relay call dial
711 or 800-627-3529**

For more information on the variety of services offered through Minnesota Relay:
651-602-9005 or 800-657-3775 (voice/TTY)
www.commerce.state.mn.us



Telephone Equipment Distribution (TED) Program provides free assistive phone equipment such as amplified phones, captioned phones, TTYs (text-telephones), TTYs with telebraille or large visual displays, speaker phones, hands-free dialing equipment, and signaling devices to income eligible persons who have difficulty using the phone due to hearing, speech, vision or physical disabilities.

For more information

800-657-3663 TTY: 888-206-6555

ted.program@state.mn.us www.tedprogram.org

Minnesota Relay and the Telephone Equipment Distribution Program are administered by the Minnesota Department of Commerce Telecommunications Access Minnesota (TAM) and funded by a telephone surcharge.

Appendix S

*Examples of Carrier's 2006-2007 Directory
Page, Bill Insert and Newsletter*

Customers with Disabilities

Qwest Center for Customers with Disabilities

Hours: 8:00 a.m. - 5:30 p.m., Monday - Friday, Mountain Time

Qwest provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice 1 800 223-3131
Fax 503 242-6565

Equipment Funding Program

- Qwest offers an interest free loan for certified disabled persons to purchase specialized telecommunications equipment.

Specialized Equipment

- Qwest provides specialized equipment for lease or sale for certified customers with disabilities.

Qwest's Disabilities Consultants can:

- Explain the long distance service for TTY users using Qwest long distance service. (Eligibility requirements must be met to qualify for discounts).
- Order or disconnect telephone service, and answer billing questions.
- Handle Qwest repair requests.
- Establish Directory Listings for TTY users (Listings may appear with or without an address and indicate a TTY is used).
- Establish non-published or information-only listings for TTY customers at no charge.

Qwest's Directory Assistance Service

Qwest's Directory Assistance service is an automated voice response service.

- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

Qwest Print Material

- Qwest also offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information. (24-Hours) 1 800 223-3131

Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

AT&T's Operator Service for TTY

(24-Hours) 1 800 855-1155

Minnesota Relay

Dial 7-1-1 or Special Toll Free Numbers

Minnesota Relay is a free communications service that connects individuals who are deaf, hard of hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Minnesota Relay dial one of the toll free numbers listed below, or simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

Telephone Numbers for Minnesota Relay:

TTY/Voice/HCO/ASCII 1 800 627-3529
VCO Direct 1 800 627-3024
STS 1 877 627-3848
Spanish Relay 1 877 627-5448

Anyone can access Minnesota Relay if the call they are making originates or terminates in Minnesota.

Types of Relay Services

- Computer (ASCII) users can access Minnesota Relay by setting the communications software to the following protocols: speeds ranging from 300 to 2400: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300, follow the above using Half Duplex.
- Hearing-Carry-Over (HCO), for hearing individuals with very limited or no speech capability. The HCO user types his/her conversation for the CA to read to the hearing person. The HCO user hears the other party's response.
- Spanish Relay, for Spanish speaking hearing- or speech-disabled individuals.
- Speech-to-Speech (STS) for individuals with speech difficulties to converse with the help of a specially trained CA.
- Text Telephone (TTY).
- Voice-Carry-Over (VCO) enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. Requires a special telephone.

Caption Telephone Service (CapTel™)

CapTel™ service allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on their phone. The captions are displayed on the telephone's built-in display screen so the user can read the words while listening to the voice of the other party. To use captioned telephone service, you must have a CapTel™ phone. Subscribers of CapTel™ service place a call using a CapTel™ phone simply dial the number of the person they wish to call. The CapTel™ phone automatically connects to the captioning service. If you wish to contact a person who uses a CapTel™ phone, dial 1 877 243-2823.

To learn more about CapTel™, contact CapTel™ at:
888-269-7477 (VOICE),
800-482-2424 (TTY)
or send an email to CapTel@CapTelMail.com
or www.captionedtelephone.com

For more information about Minnesota Relay, contact the Minnesota Relay Consumer Relations Office at 651 602-9005 or 1 800 657-3775 (voice/TTY).

Customers with Disabilities

Minnesota's Telephone Equipment Distribution (TED) Program

Minnesota Department of Human Services

The TED Program provides specialized telephone equipment, at no cost, for income eligible Minnesotans who are having trouble using the telephone due to hearing, speech or physical disabilities. For more information about the TED Program call 1 800 657-3663 (voice), 1-800-657-3513 (TTY). E-mail ted.program@state.mn.us, or visit their web site at www.tedprogram.org. Minnesota Relay and the TED Program are administered by the Minnesota Department of Commerce and are funded by a surcharge on telephone access lines.

Emergency Assistance

9-1-1

TTY callers should directly dial 9-1-1 or other existing emergency numbers in emergency situations. All 9-1-1 centers are now equipped to handle TTY calls. After the 9-1-1 dispatcher answers the call, pressing the space bar may help you inform the dispatcher this is a TTY call. Dial 9-1-1 directly, as using Minnesota Relay Service for 9-1-1 may result in a delay to getting your urgent message through.

Relay Access to 900 Pay-Per-Call Services

1 900 246-3323

Dialing this access number will enable Minnesota Relay TTY users to connect to any pay-per-call service.



Having trouble using the telephone?

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.

Now it is easier than ever to make a Minnesota Relay call.

Just dial 711

TO MAKE A CALL

A Communication Assistant (CA) relays the phone conversation between a person who has hearing loss or a speech disability and a hearing person.

MINNESOTA RELAY GENERAL: 800-627-3529

SPANISH RELAY: 877-627-5448

VOICE CARRY OVER DIRECT: 877-627-3024

2-LINE VOICE CARRY OVER: 866-855-4611

SPEECH-TO-SPEECH (STS): 877-627-3848

900 PAY CALLS: 900-246-3323

CAPTIONED TELEPHONE SERVICE (CapTel™): If you wish to contact a person who uses a CapTel phone, dial: 877-243-2823.

For detailed instructions:

www.commerce.state.mn.us>Minnesota Relay
651-602-9005 or 800-657-3775

IMPORTANT INFORMATION

- Available 24 hours a day, 365 days a year.
- You can call next door or internationally.
- All calls are 100% confidential.
- There is no charge for using Minnesota Relay unless you call long distance.

BILLING OPTIONS FOR LONG DISTANCE CALLS:

- Direct
- Pre-Paid calling card
- Collect
- Carrier calling card
- Third party billing

EMERGENCY ASSISTANCE: Call 911 direct. Using Minnesota Relay for emergency calls may delay the response to your call.

FILING A COMPLAINT: 800-657-3775 (voice/TTY). Provide the date and time of the Relay call, the CA's ID number and nature of your complaint. You may also file a Relay complaint with the Federal Communications Commission. 888-225-5322 (voice), 888-835-5322 (TTY) or www.fcc.gov/cbg/complaints.html.

SERVICES AVAILABLE

TEXT TELEPHONE (TTY): Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

STANDARD TELEPHONE: A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

COMPUTER (ASCII): Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Continued Next Page

Mabel
Cooperative
Telephone
Company
Directory Page



SERVICES AVAILABLE-(Cont'd)

HEARING CARRY OVER (HCO): Allows a hearing person who has very limited or no speech capabilities to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special phone.

VOICE CARRY OVER (VCO): Allows a person who has difficulty hearing on the phone to voice conversations directly to a hearing person. The CA types the hearing person's response to the VCO user. Requires a special phone.

2 LINE VOICE CARRY OVER (VCO): Enhanced VCO offers more control and allows for interactive conversation. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Requires additional service and equipment.

SPANISH RELAY: The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

SPEECH-TO-SPEECH (STS): Allows a person whose speech may be difficult to understand to communicate over the phone with the help of a specially trained CA.

900 PAY-PER-CALL SERVICES: Allows a relay user to connect to any pay-per-call service.

CAPTIONED TELEPHONE SERVICE (CAPTEL™): CapTel phone required. CapTel allows a person who has hearing loss to receive word-for-word captions of phone conversations. The captions are displayed on the CapTel phone's display screen so the user can read the words while listening to the voice of the other party.

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides specialized phone equipment at no charge to income eligible Minnesotans. Call 800-657-3663 or 888-206-6555 (TTY) for details or go to www.tedprogram.org

Services provided by:

Minnesota Department of Commerce—Telecommunications Access Minnesota

Minnesota Relay Service

Minnesota Relay Service (Relay) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities.

Making a call is simple: dial "711" or the toll-free Minnesota Relay number listed in your telephone directory. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

There are several types of Relay calls:

- **Captioned Telephone:** This service requires a specially designed telephone that allows a person with hearing loss to receive word-for-word captions of the conversation while simultaneously listening to the voice of the other party.
- **Hearing-Carry-Over:** HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response.
- **Spanish Relay:** This service is tailored for use by Spanish-speaking hearing- or speech-disabled users.
- **Speech-to-Speech:** STS helps users with speech difficulties converse with one another, with a specially trained Communications Assistant acting as the intermediary.
- **Text Telephone:** Also called TeleTypewriter, TTY is a specially designed typewriter-like device that allows users to carry on telephone conversations in the form of text conversations with the Communications Assistant.
- **Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

IMPORTANT NEWS FROM QWEST ABOUT YOUR PHONE SERVICE

Federal Access Charge Changes

The annual adjustments of a federally approved telephone subscriber line charge, shown on your bill as the Federal Access Charge, took effect July 1, 2006. These adjustments remain subject to final approval by the Federal Communications Commission (FCC). The Federal Access Charge covers part of the cost for providing access to and maintenance of your local network.

The Federal Access Charge for the main (primary) residential phone line, additional residential lines, and single-line business lines changed in the following states:

State	Previous Rate	New Rate
Idaho (Boise LATA)	\$6.34	\$6.33
Iowa	\$4.81	\$4.80
Nebraska	\$4.91	\$5.03
South Dakota	\$6.43	\$6.42
Utah	\$6.35	\$6.34
Washington	\$5.85	\$5.84

The Federal Access Charge also changed in some states for ISDN-BRI and multi-line business lines, including Centrex 21, ISDN-PRI and Centrex lines. These changes are also subject to final approval by the FCC. Please check your Qwest bill or visit us online at www.qwest.com/FCCRates/ for more information. Residential customers who participate in a low-income Telephone Assistance Program will receive a change in their monthly Lifeline credit to match the change in the Federal Access Charge.

HAVING TROUBLE USING THE TELEPHONE?



Phone your family, friends or vital services even if you have a hearing, speech or physical disability.

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.

TO MAKE A RELAY CALL DIAL
711 or 800-627-3529

**FOR MORE INFORMATION ON THE
VARIETY OF SERVICES OFFERED
THROUGH MINNESOTA RELAY:**
651-602-9005 or 800-657-3775(voice/TTY)
www.commerce.state.mn.us

Telephone Equipment Distribution Program

The Telephone Equipment Distribution (TED) Program provides free assistive phone equipment such as amplified phones, captioned phones, TTYs (text-telephones), TTYs with telebraille or large visual displays, speaker phones, hands-free dialing equipment, and signaling devices to income eligible persons who have difficulty using the phone due to hearing, speech, vision or physical disabilities.

FOR MORE INFORMATION

800-657-3663
TTY: 888-206-6555
ted.program@state.mn.us
www.tedprogram.org

Minnesota Relay and the Telephone Equipment Distribution Program are administered by the Minnesota Department of Commerce Telecommunications Access Minnesota (TAM) and funded by a telephone surcharge.



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Reliance

Telephone Systems, Inc.

118 Gateway Drive * East Grand Forks, MN 56721

Phone: (218)-773-7553 Telephone Systems, Digital Video Recorders, CCTV, Networks Fax: (218) 773-7100

Minnesota Relay Information for the hearing impaired

Dear Long Distance Customers:

We have enclosed information about the Minnesota Relay service for the hearing impaired. The FCC requires all telephone companies to inform customers about the service so that more people know about the service. The service is free and we have included information from their web site: www.mnrelay.org.

Please read and remember that if you meet people who need this service, this is the information to help them get connected.

Sincerely,

Dave Hangsleben

Sales * Leasing * Service * Installation

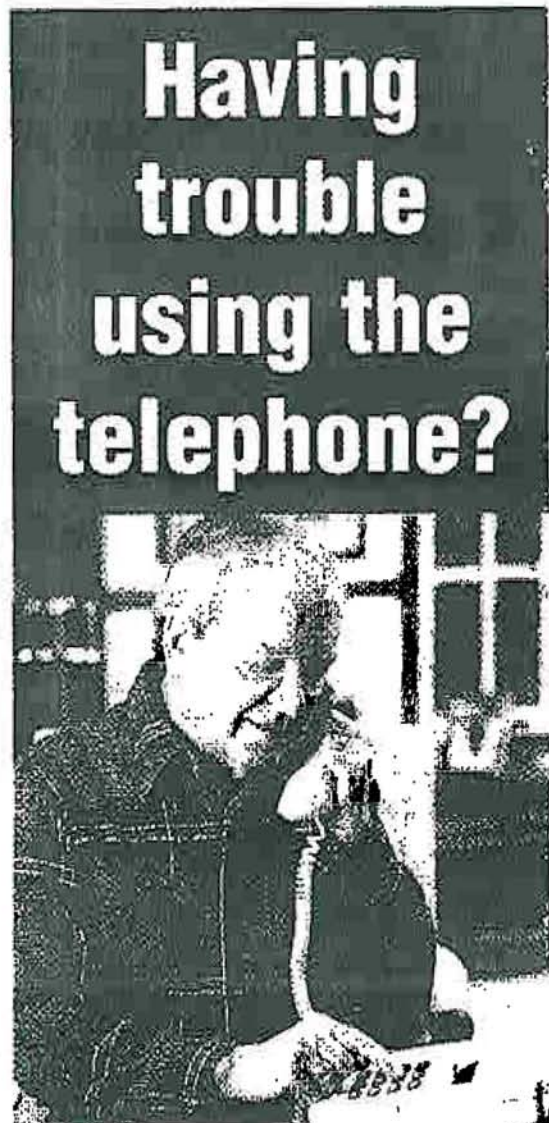
Serving the area since 1983!

Website: www.reliancetelephone.com ♦ E-mail: mark@reliancetelephone.com



Phone your family and friends, or reach vital services, even if you have a hearing, speech or physical disability.

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.



**To make a relay call dial
711 or 800-627-3529**

For more information on the variety of services offered through Minnesota Relay:
651-602-9005 or 800-657-3775 (voice/TTY)
www.commerce.state.mn.us



Telephone Equipment Distribution (TED) Program provides free assistive phone equipment such as amplified phones, captioned phones, TTYs (text-telephones), TTYs with telebraille or large visual displays, speaker phones, hands-free dialing equipment, and signaling devices to income eligible persons who have difficulty using the phone due to hearing, speech, vision or physical disabilities.

For more information

800-657-3663 TTY: 888-206-6555

ted.program@state.mn.us www.tedprogram.org

Minnesota Relay and the Telephone Equipment Distribution Program are administered by the Minnesota Department of Commerce Telecommunications Access Minnesota (TAM) and funded by a telephone surcharge.



MINNESOTA RELAY

Having trouble using the telephone?

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.

Now it is easier than ever to make a Minnesota Relay call.

Just dial 711.

TO MAKE A CALL

A Communication Assistant (CA) relays the phone conversation between a person who has hearing loss or a speech disability and a hearing person.

MINNESOTA RELAY GENERAL: 800-627-3529

SPANISH RELAY: 877-627-6448

VOICE CARRY OVER DIRECT: 877-627-3024

2-LINE VOICE CARRY OVER: 866-855-4611

SPEECH-TO-SPEECH (STS): 877-627-3848

900 PAY CALLS: 900-246-3323

CAPTIONED TELEPHONE SERVICE (CapTel™): If you wish to contact a person who uses a CapTel phone, dial: 877-243-2823.

For detailed instructions:
www.commerce.state.mn.us>Minnesota Relay
 651-602-9006 or 800-657-3775

IMPORTANT INFORMATION

- Available 24 hours a day, 365 days a year.
- You can call next door or internationally.
- All calls are 100% confidential.
- There is no charge for using Minnesota Relay unless you call long distance.

BILLING OPTIONS FOR LONG DISTANCE CALLS:

- Direct • Pre-paid calling card
- Collect • Carrier calling card
- Third party billing

EMERGENCY ASSISTANCE: Call 911 direct. Using Minnesota Relay for emergency calls may delay the response to your call.

FILING A COMPLAINT: 800-657-3775 (voice/TTY). Provide the date and time of the Relay call, the CA's ID number and nature of your complaint. You may also file a Relay complaint with the Federal Communications Commission. 888-225-5322 (voice), 888-835-5322 (TTY) or www.fcc.gov/chg/complaints.html

SERVICES AVAILABLE

TEXT TELEPHONE (TTY): Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

STANDARD TELEPHONE: A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

COMPUTER (ASCII): Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

HEARING CARRY OVER (HCO): Allows a hearing person who has very limited or no speech capabilities to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special phone.

VOICE CARRY OVER (VCO): Allows a person who has difficulty hearing on the phone to voice conversations directly to a hearing person. The CA types the hearing person's response to the VCO user. Requires a special phone.

2 LINE VOICE CARRY OVER (VCO): Enhanced VCO offers more control and allows for interactive conversation. You can respond in real time and even interrupt, rather than wait for the other party to say "CA." Requires additional service and equipment.

SPANISH RELAY: The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

SPEECH-TO-SPEECH (STS): Allows a person whose speech may be difficult to understand to communicate over the phone with the help of a specially trained CA.

900 PAY-PER-CALL SERVICES: Allows a relay user to connect to any pay-per-call service.

CAPTIONED TELEPHONE SERVICE (CAPTEL™): CapTel phone required. CapTel allows a person who has hearing loss to receive word-for-word captions of phone conversations. The captions are displayed on the CapTel phone's display screen so the user can read the words while listening to the voice of the other party.

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides specialized phone equipment at no charge to income eligible Minnesotans.

Call 800-657-3668 or 888-206-6555 (TTY) for details or go to www.tedprogram.org.

Services provided by: Minnesota Department of Commerce—Telecommunications Access Minnesota



Phone your family and friends, or reach vital services, even if you have a hearing, speech or physical disability.

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.

**Having
trouble
using the
telephone?**



**To make a relay call dial
711 or 800-627-3529**

For more information on the variety of services offered through Minnesota Relay
651-602-9005 or 800-657-3775 (voice/TTY)
www.commerce.state.mn.us



Telephone Equipment Distribution (TED) Program provides free assistive phone equipment such as amplified phones, captioned phones, TTYs (text-telephones), TTYs with telebraille or large visual displays, speaker phones, hands-free dialing equipment, and signaling devices to income eligible persons who have difficulty using the phone due to hearing, speech, vision or physical disabilities.

For more information

800-657-3663 TTY: 888-206-6555

ted.program@state.mn.us www.tedprogram.org

Minnesota Relay and the Telephone Equipment Distribution Program are administered by the Minnesota Department of Commerce Telecommunications Access Minnesota (TAM) and funded by a telephone surcharge.



**Albany Mutual
Telephone**

PO Box 570
Albany, MN 56307

NOVEMBER 2006

NEWSLETTER

A proud member of the Albany and Freeport Chamber's of commerce

Tele-Talk

Your quarterly insight to Albany Mutual Telephone's operations

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Albany, MN 56307

INSIDE THIS ISSUE:

- Yellow page advertising
- New Digital TV channels
- Cordless phone safety
- A bigger tax return
- Managers Message
- Enter to win
- Minnesota Relay/Lifeline and Linkup

Telephone accessibility options - making life easier for you

Minnesota Relay keeps everyone connected

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled - Allowing you to contact family, friends or emergency services even if you have a hearing, speech, or physical disability.

To make a relay call, dial: 711 or 800-627-3529, for more information on any of the Minnesota Relay services contact them at 651-602-9005 or 800-657-3775(voice/TTY) or at www.commerce.state.mn.us

Lifeline/Linkup helps those who need it most

If you qualify for food stamps, Medicaid, or Free School Lunch programs, you may qualify for Lifeline and/or Linkup services.

Lifeline provides assistance for basic monthly telephone service, and Linkup reduces the cost of initiating new telephone service.

For more information, please call the office at 320-845-2101 or visit www.lifeline.gov



**Albany Mutual
Telephone**

WEB SITE



HOME

ABOUT US

PARTNERS

SUPPORT /

The Next Level Of Business Communications

SEARCH

VOICE

INTERNET

PHONE SYSTEMS

MARKETS WE SERVE

WHY ESCHOLON

INVI

Eschelon Customer Central

Welcome Kit / Minnesota

Telecommunications Relay Services

The Telecommunications Relay Services (TRS) surcharge appears on your invoice each month. Do you know how these funds are used to help those with hearing and speech disabilities? Telecommunications Relay Services (TRS) enable standard voice telephone users to talk to people who have difficulty hearing or speaking on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico, and all of the U.S. territories. These services are used everyday by businesses, government agencies, family, friends and employers of persons with hearing and speech disabilities.

How does TRS work?

TRS uses operators or "Communication Assistants" (CAs), to facilitate telephone calls for people who have difficulty hearing or speaking. TRS is available 24 hours a day, 7 days a week, free of charge, and the conversations relayed are kept completely confidential. Callers are not limited in the type, length or nature of their calls.

What number do I call to connect to a TRS operator?

Just as you can call 411 for information, you can dial 7-1-1 to connect to relay services anywhere in the United States.

What types of Telecommunications Relay Services are available?

Described below are the types of TRS available. Many of these services are transmitted via a Text Telephone (TTY.) TTys have a typewriter keyboard and allow persons to type their telephone conversations via two-way text. The conversation can be read on a lighted display screen and/or a paper printout from the TTY.

Text-to-Voice TRS: This type of TRS uses a CA who speaks what a TTY user types, and types what a voice telephone user replies.

- The TTY user calls the TRS center to initiate the call.
- The TTY user provides the CA with the number of the party they

Request Support

Not finding the information
answer your questions?

Call Eschelon Customer
1-888-ESCHELON (1-888-372-4356)

Send us your request

Arizona

California

Colorado

Minnesota

Nevada

Portland, OR

Salem-Eugene, OR

Utah

Washington

Account Login

E-Billing

WebMail

SpamAware

wish to call.

- The CA calls the intended party.
- Once connected the CA serves as the "link" in the conversation, converting all TTY messages from the caller into voice messages and vice versa.

Voice Carry Over: This type of TRS enables a person who is hard of hearing, but who wants to use his/her own voice, to speak directly to the receiving party and to receive responses in text form through the CA.

- Typing is not required by either the calling or the called party.
- This is particularly useful for senior citizens who have lost their hearing but who can still speak.

Hearing Carry Over: This service enables a person with a speech disability to type his/her part of the conversation on a TTY, the CA then reads the words to the called party, and the caller hears the responses directly from the other party.

Speech-to-Speech Relay: With this service, a person with a speech disability speaks directly to a CA specially trained in understanding a variety of speech disorders who then repeats what the caller says in a manner that makes the caller's words clear and understandable. TTY is not necessary for this particular service.

Video Relay Services: This type of TRS enables individuals who use sign language to make relay calls through CAs who can interpret their calls. The caller signs to the CA with the use of video equipment and the CA voices what is signed to the called party and signs their responses back to the caller.

- This service is not required by the FCC, but is offered on a voluntary basis by certain TRS programs.
- This option is helpful for people who use American Sign Language (ASL), and for people who cannot type on a TTY easily – such as children who are ASL users.

Spanish Relay Services: Telephone companies must provide interstate (between states) relay services in Spanish. While Spanish language relay is not required for intrastate calls (within states), many states with large Spanish-speaking populations already offer this service on a voluntary basis.

Don't Hang Up!

Some people hang up on relay calls because they think the CA is a telemarketer. If you answer the phone and hear, "Hello, this is the relay

service. Have you received a relay call before?" please don't hang up, you are the recipient of a call from a person who is deaf, hard-of-hearing, or has a speech disability.

For more information on TRS:

To learn more about TRS, visit the FCC's Web site at www.fcc.gov/cgb/dro/trs.html. If you have questions, need assistance on other disability issues, or if you would like to receive free information about disability issues on a regular basis via e-mail, contact the FCC's Consumer and Governmental Affairs Bureau at fccinfo@fcc.gov.

Voice | Internet | Phone Systems | Markets We Serve | Why Eschelon | About Us | Partner

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Appendix T

Minnesota Rule 7812.1000

Minnesota Rule 7812.1000

Copyright by the Office of Revisor of Statutes, State of Minnesota.

7812.1000 ANNUAL NOTICE OF CUSTOMER RIGHTS.

At the time service is initiated, at least annually thereafter, and upon customer request, a local service provider (LSP) shall provide customers with a summary, in plain language, of the rights and obligations of customers as provided in items A to D.

A. The notice must describe the complaint procedures available through the LSP and the commission, and must indicate that the customer can contact the commission if dissatisfied with the local service provider's resolution of the customer's complaint. The notice must specify the current address and the local and toll-free telephone numbers of the commission's Consumer Affairs office.

B. The notice must describe the customer's rights regarding the payment of bills, disconnection of service, privacy, deposits, low-income assistance, hearing-impaired programs, and blocking options.

C. The notice must summarize the commission's service quality standards and the remedies available to customers for failure to meet those standards.

D. The notice must specify the price and service options as required by Minnesota Statutes, section [237.66](#).

STAT AUTH: MS s [216A.05](#); [237.10](#); [237.16](#)

HIST: 22 SR 46

Current as of 10/24/05